



Strategic Coaching Skills for Managers

Engage teams and inspire better performance

TRAINING



Facilitated by
MALCOLM DAWES
Managing Director
DTA Worldwide

Online → 18 June & 25 June 2024



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Overview

The role of team leaders is evolving. The predominant approach of command and control, aiming to direct and develop employees to replicate past successes is no longer viable. Rapid, constant, and disruptive changes are now the norm, making traditional approaches to management unreliable. Managers and leaders in today's public sector are fully aware that team success doesn't rely on their efforts and knowledge alone. It is well established that the best managers are those who tap into the talents of their team. By inspiring, motivating, unlocking hidden strengths, and enabling others to overcome obstacles that stand in the way. The challenge that managers and people leaders face, is how to make that change. How do you transition away from traditional command-and-control practices toward a model where managers offer enhanced support and guidance, steering away from rigid instructions? How do you ensure your team members are equipped to adapt to ever-changing environments, fostering renewed energy and innovation? In short, how do you step away from traditional, command and control leadership to become a coach?

This course has been developed to help managers and team leaders do just that. This interactive training will enable managers to become better coaches who lead effective, successful, and safe teams. The training will provide people leaders with practical skills to hone their coaching abilities including:

- Communication strategies, including active listening and the art of asking powerful questions to enhance team coaching.
- Providing feedback that is both timely and specific and discovering motivational strategies that inspire peak performance.
- Setting realistic, achievable goals and crafting action plans that guide your team to success.

Who should Attend

This program will benefit people in leadership roles, managers, team leaders and project managers leading cross-functional teams from across all levels of government, including but not limited to:

- Finance and Procurement
- HR, People and Culture
- IT, Digital, Data and Cyber Security

Learning Outcomes

- Sharpen your skills in communicating expectations and feedback, ensuring your message is clear, and your team is aligned and motivated.
- Apply proven leadership principles to nurture a supportive and productive work culture.
- Understand the vital connection between team engagement and organisational achievement and learn how to strengthen this link for greater success

Why Attend

- Benchmark and network with peers from all over the public sector
- Learn how to use an in-demand skill/platform
- Understand the questions you need to be asking
- Dial in from anywhere!
- Gain the opportunity to be a part of a community of practice

Meet Your **Facilitator**



MALCOLM DAWES
Managing Director
DTA Worldwide

Malcolm Dawes is the most sought-after authority on people's performance and effectiveness. He is a recognised expert in showing people how to increase their interaction effectiveness through behavioural change. For many years, Malcolm has experienced first-hand the struggles senior executives face with accelerating the performance of their teams. More recently he has worked with organisations on emotional intelligence and resilience through the global pandemic.

Malcolm has appeared on a host of radio and TV interviews; in The Australian Financial Review Business Magazine and had articles published in numerous journals. Malcolm has been a guest speaker at conferences and seminars around the world; and has been a judge of the PRIME Awards since their inception in 2005.

Married and a father of three sons, his career has included many disciplines including retail, nursing, marketing, sales management, and organisational performance. In his spare time, he is a Deputy Captain with the New South Wales Rural Fire Service; being awarded the National Emergency Medal for his service in the 2019/20 Australian bushfire crisis.

In his latest book "Team Performance: Why Can't We All Get Along?" Malcolm dispels ten myths that many senior executives have about unlocking the true potential of their teams. He highlights the core issues of human nature and shows how understanding behaviours as a leader and co-worker is the key to team success.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 5 th Apr	Register by 3 rd May	Register by 17 th Jun
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

CLICK HERE TO REGISTER 

*Group Discounts Available - Contact Registration at registrations@publicsectornetwork.co or Call on **(02) 9057 9070**

Explore the Agenda

Day 1 | Tuesday, 18 June 2024, 10:00am - 2:30pm AEST

10:00am Opening Remarks

- Welcome
 - Introductions
 - Overview and Setting Expectations
-

Module 1: Effective Communication Strategies

10:30am Understanding the importance of communication in coaching

- Strategies for strengthening employee engagement
 - Implementing engagement initiatives in your team
-

11:45am Providing timely and specific feedback

- Importance of feedback in coaching
 - Strategies for constructive feedback
 - Practicing feedback delivery
-

12:30pm Break

Module 2: Motivational Strategies for Peak Performance

1:00pm Setting realistic goals and crafting action plans

- Importance of goal setting in coaching
 - FAME goals framework
 - Developing action plans for team success
-

1:45pm Understanding motivation in the workplace

- Techniques for inspiring and motivating teams
 - Case studies: successful motivational strategies
-

2:30pm End of Day 1

Explore the Agenda

Day 2 | Tuesday, 25 June 2024, 10:00am - 2:30pm AEST

10:00am Welcome and Recap

Module 3: Communicating Expectations Clearly

10:15am The role of clear expectations in coaching

- Techniques for effective communication of expectations
- Role-playing exercises: Clarifying expectations with team members

11:00am Applying leadership principles for a supportive culture

- Leadership styles and their impact on team dynamics
- Creating a supportive and productive work culture
- Strategies for leading by example

11:45pm Break

Module 4: Boosting Employee Engagement

12:15pm Understanding strategies

- Understanding the importance of communication in coaching
- Active listening techniques
- The art of asking powerful questions

1:00pm Implementing strategies

- Action planning: Implementing strategies in the workplace

2:15pm Closing Remarks

2:30pm End of Training

“Comprehensive, very relevant, easy to follow, great online facilitator.”



Get In Contact

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