

TEACHING AND COACHING FOR MANAGERS



Purpose

This full-day course is specifically designed for supervisors and managers to increase the results of the training they provide. The course provides background and insight into how employees learn best, how to measure results, how to identify a training issue, and what to do before and after training. It also includes leadership and motivational techniques to help inspire employees to want to improve.

Is It A Training Issue?

Many excellent employees move into supervision because they were good at their jobs. They have strong technical skills and are promoted because of those skills in addition to

demonstrating some leadership qualities. Once in this new position, they find themselves with an entirely new set of skill requirements and demands for which they are not fully prepared. At the top of that list is the ability to train others in an effective manner.

This course is appropriate for all levels of claims management desiring improved skills in the areas of teaching and coaching.

Topics include:

- Management's role in employee development
- Basics of adult learning
- Identifying development needs (is it a training issue?)
- Setting training objectives
- Effective coaching techniques
- Identifying comprehension and follow-up
- Keys to effective training
- Things to avoid when training
- Inspiring employees to improve themselves
- Three critical tools to individual development
- Training absolutes for managers ■

