

# #UP/Coaching Manager

## No. 8540

**Target group:** Managers and executives who want to develop their skills as Coaching Managers.

**Prerequisites:** An interest in online learning and a willingness to put the theory you have learned into practice and optimize it on a daily basis, to make sure that these new tools become a habit.

**Training method:** Online self-learning phases, live online sessions and support by professional learning experts.

**Duration:** approx. 45 days running time

**Study time:** 2 – 4 hours effective study time on the LearningHub @Cegos | 8 – 10 hours practice-oriented consolidation of what has been learned and successful transfer of the learning content into the working environment

**Number of participants:** min. 8 – max. 12

**Languages:** Available in 7 languages (ideal for international implementation)

DE EN FR ES IT PT CN

**Price:** on request

**Benefits/Content:** Thanks to this learning and implementation program, you will:

- Increase your coaching skills as a manager
- Enhance your ability to engage in solution-oriented dialog
- Be even better prepared to support your team in a goal-oriented manner.

You can acquire, deepen and apply your skills as a Coaching Manager in your daily work through a combination of digital learning, live online sessions and support from mentors (supervisors or colleagues). We call this format #UP. It is based on a personalizable learning path that guarantees real learning success.

By using this format, we are keeping the promise of 4REAL, the process model of the Integrata Cegos Group, to offer you a lasting, practice-oriented and efficient learning experience.

You are the one who is in the driving seat: You have a clear objective right from the start and choose your own learning path.

### Milestones Process Learning and applying

**1. Learning set-up**  
Definition of your objective



Day 1 – 9 | 1 – 2 hours

**2. Live Online Session**  
Exchange on learning content & support



Day 10 | 90 minutes

**3. Personalize**  
your learning path



Day 10 – 11 | 30 minutes

Sprints – You choose two of the following sprints:

### 1. Effective questioning and listening

- Follow the 5 steps for 'good listening'
- Ask questions that will help you understand
- Rephrase what was said
- Develop a sense for 'bad listening'

### 2. Analyzing and strengthening of the four most important Coaching Manager skills

- Assertiveness: To what extent do you dare to raise issues with your team members?
- Listening skills: To what extent do you listen before you express yourself?
- Dealing with your own emotions: How do you identify them and how do you deal with them?
- Your communication style and ability to adapt it to your team members

### 3. Giving feedback as a manager

- Take the ++ attitude
- Do not procrastinate: Give feedback on each observed situation as soon as possible
- Explore methods for giving positive, corrective and complete feedback

### 4. Further developing your own strengths in order to empower your team members even more

The 4 steps of the GROW method:

- Goal: Identify the SMART goal
- Reality: Explore and understand the current situation
- Options: Encourage your stakeholders' creativity so that options emerge of their own accord
- Will: Evaluate options, create the action plan and make a realistic first step

## 4. Learning and applying to workplace



Day 11 – 40 | 4 – 10 hours

## 5. Live Online Session Exchange on transfer of learning



Day 38 – 43

Day 44 | 1 hour

## 6. Get certified Evidence validation\*



Day 45

\*Prerequisites for the certificate: Submission of two pieces of evidence from third parties (colleagues, managers, clients, etc.) in line with the learning objectives you set yourself at the beginning of the training program.

## Mentoring path



Day 1 – 45 | 4 conversations

Involvement of a company internal mentor (colleague, manager, supervisor, etc.) in the learning program, who will assist you with:

- individual objectives (comparison of company and learning objectives)
- selecting sprints
- collecting learning evidence