



## **SELECT AND COACH FIRST LINE MANAGERS (2 DAYS)**

### **THIS COURSE IS ACCREDITED TO UNIT STANDARD**

Title:	Select and coach first line managers
Unit Standard ID:	252035
NQF Level:	5
Credit Value:	8

### **INTRODUCTION**

Coaching trends are not only challenging individuals to develop and manage themselves but are becoming an integral part of productive performance and accelerated learning.

Coaching can help in career progression, strategic planning, skills development, employment equity and in building relationships and leadership potential.

Many people at every level of the organisation can facilitate coaching processes and initiatives, producing a positive developmental culture within the organisation. Organisations should consider cultivating a coaching culture. If Line Managers are selected as a point of upskilling, once equipped, the Line Managers should be encouraged to use the coaching process with staff reporting to them (once agreement is reached) to further advance this culture.

This interactive and practical two-day course will equip individuals with the skills to select and coach first line managers.

### **WHAT THIS COURSE CAN DO FOR YOU...**

- Select a first line manager for a specific position
- Plan the coaching process
- Coach the selected first line manager
- Monitor and measure the results of coaching sessions

### **TARGET AUDIENCE**

This unit standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## COURSE CONTENT

### Select a First Line Manager for a Specific Position

- Conduct an analysis of the job profile
- Describe the selection and weighting criteria
- Undertake liaison with HR
- Use various selection techniques to create a shortlist
- Take decisions and make offers to the selected manager

### Plan the Coaching Process

- Draw up a plan and schedule
- Prepare records of expected performance against Key Results Areas (KRA's)
- Implement a system for recordkeeping

### Coach the Selected First Line Manager

- Explain the coaching process
- Discuss the performance against the Key Results Areas (KRA's)
- Give feedback
- Agree upon and record gaps and actions

### Monitor and Measure the Results of Coaching Sessions

- Monitor the actions agreed to at a coaching session
- Give feedback and agree on corrective actions
- Take follow-up action as required
- Encourage line managers to use the coaching process

### Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

### On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

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