

Course Outline

Coaching, mentoring and appraisal – Getting the best out of your staff

Course Details

Location: Maria's by the Sea Conference Room, Road Town, British Virgin Islands

Date: Friday 18th November 2011

Time: 1.30pm to 5.00pm

Presenter: Bill Telford -Telford Financial Training, Consultant to Baker Tilly International

Introduction and course objectives

As supervisors and managers we are often required to supervise, mentor, coach and appraise our subordinates. In this workshop we review some of the current theory and practice in these areas.

Having attended this workshop, delegates should be better able to understand and fulfil these responsibilities.

Recommended Delegates

This workshop is designed for supervisors and managers who wish to build improved management skills in relation to their subordinates

Key Content

- Coaching
 - Understanding your role
 - Effective coaching
- Mentoring
 - Understanding mentoring
 - Effective mentoring
- Coaching or mentoring what is right for you and your staff?
- Appraisal
 - Setting SMART objectives
 - Managing the appraisal
 - Delivering constructive feedback
 - Delivering difficult messages
- Emotional intelligence
 - What does this mean?