



KA1 Training Plan (KA101, KA102, KA104)

Topic: Coaching Techniques

Activity Type: Seminar/Training

Length: 5 days

Training Objectives:

This structured course aims to improve participant's practical skills based on coaching theory techniques and styles. Highly efficient teams are a prerequisite for success in the company. Research shows that team performance depends on collaboration, adaptability, responsibility and trust. Thanks to various coaching techniques the team can develop together, discover common values, goals and ways of working, understand the needs of the company and identify with new ways to contribute to their personal success and the success of the company for which they work.

Training Programme:

1st Day

Team Coaching

- Course introduction.
- Needs and expectations evaluation.
- Coaching versus Mentoring
- Improving cooperation between colleagues.
- Improving cooperation between departments.
- Solving work tasks after changing the organizational structure.
- How to increase team productivity.
- Release of formal atmosphere during communication.
- Building trust in the team.

2nd Day

Self-coaching Techniques

- Definition of self-coaching + practical examples.
- In which areas of life does self-coaching work.
- Asset of self-coaching – added value for our life
- Basic techniques of self-coaching.
- Self-coaching techniques for every day.
- Increasing self-confidence through self-coaching.

3rd Day

Coaching as a Tool to Fulfil a Personal Goal

- What do I want to achieve, vision and clarification of goals.
- Searching for your own motivational strategy.
- What should a goal look like and how to keep it under control.
- How to persevere and not give up.



- Confirmations, satisfaction, scaling.
- How best to use your own resources.
- Mindfulness and progress.

4th Day

Communication as a Key Instrument of Coaching

- Active listening, make others feel heard and understood
- How to ask a powerful question that increases awareness and create possibilities
- Feedback that avoids defensiveness and inspires growth
- Motivation and encouragement via our actions towards others
- Learning to follow-up
- Establishing the frame of our communication and identifying barriers

5th Day

Implementation of Coaching

- The art of setting SMART goals
- What is a good judgement?
- Conduction of developmental and non-performance coaching sessions
- Resolving the differences, handling the team-member resistance.
- Confrontation of excuses in a constructive manner.
- Course roundup and final evaluation.

Training will take place from 9.00am till 4.00pm, and will be supported by additional cultural activities of the City of Vienna.