Coaching Program Outline

Program Title

Drop-in Coaching Sessions

Who is it for?

This program focuses on helping employees on all levels to maximise use of their existing IT and Soft skills while gaining new skills to meet specific needs and role/task requirements.

What is it about?

The program supports the need to build skills without removing staff from their job roles for extensive periods of time. It delivers specific support that is immediately applicable in the completion of work tasks. Sessions can be pre-booked or allotted/requested on the day. Methods used to deliver the program encourage immediate positive action.

Program Contents

All content is adaptable to meet the specific organizational and individual client needs. The program is delivered in thirty [30] minute one-to-one coaching sessions covering IT and/or Soft Skills. Areas covered include:

Information Technology:

- Microsoft Office Applications [2007/2010]
- Applying 'Good Practice' methods using IT

Soft Skills [Individual Personal Development]:

- Customer Care Skills
- Managing People
- Assertiveness Skills
- Time Management
- Team building

What will you get from the Coaching?

- ✓ Focused IT support providing solutions to actual tasks within job roles
- ✓ Positive inspiration through blending of existing and new skills
- ✓ Direction towards maximising individual use of existing skills
- ✓ Increase motivation leading to increased productivity