

# Coaching Skills for Healthcare Managers and Supervisors

Today, the word coach is bounced around much like a loose football. And, like it's pigskin counterpart, you never really know which way it is going to bounce. Coaching, too often, is used synonymously for the word manager or supervisor. But, there are differences, especially in healthcare.

Winning coaches grow, develop, and inspire their team members to reach extraordinary levels of performance. A manager simply tells, arranges, and waits for results. A manager is more comfortable doing the employee's job than investing the time, effort, and patience to prepare the employee to get the work done. A manager tends to stunt the employee's potential and desire for growth, a coach encourages it. A coach's focus is on transforming each employee into a team member consistently in sync with the team mission, creative and willing to devote 100% effort toward achieving individual responsibilities, and assisting teammates in achieving theirs. With the on-going financial cuts and radical changes occurring in healthcare, the older models of leadership may need some upgrading also. Every manager or supervisor in healthcare must develop the skills, and understanding possessed and utilized by a great coach.

## **Each participant will:**

- Discover what coaching your staff really means
- Examine how coaching and supervising are different in a medical environment
- Analyze the 15 skills and qualities that every manager needs to become a great coach
- Learn how to track and measuring employee and team performance
- Discuss the 3 leadership styles a coach uses to grow and develop staff to perform better
- Uncover how a coach creates a positive flow of communication on the team
- Receive 6 power techniques to break down communication barriers
- Take away a training tip that assures better retention and faster implementation of material
- Receive the strategy a C.O.A.C.H. will use to gain buy-in from the staff and build better enthusiasm and morale
- Get a 5 step model for conducting a motivating coaching session
- And much more...

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