COACHING AND FACILITATION SKILLS
In The Non-Profit, Private and Public Sectors

The AABFS (Arab Academy for Banking and Financial Sciences) is reaching out to non-profit organizations since 2016 to strengthen key partners of the private and public sector in the development of civil society. To this purpose AABFS and NMA (NGO Management Association) made a partnership agreement to offer trainings that respond to the needs of all three sectors.

COURSE OVERVIEW

In today's organisations leaders and managers are increasingly expected to lead, empower, motivate and develop team members through coaching and mentoring. This workshop offers an introduction to the core skills and competencies required, including focused listening, asking effective questions, offering feedback, managing relationships and facilitating meetings.

OBJECTIVES

At the end of the workshop, participants will learn about:

- Key skills and competencies required for coaching individuals and for facilitating a larger group
- Basic coaching model, using active listening skills and asking effective questions
- Key elements of adult learning
- Planning and developing a facilitated meeting for a larger group of people

WHO SHOULD ATTEND

The course will benefit all those interested in improving their leadership skills in developing and empowering others, whether individuals or teams. It would be particularly useful for newly appointed managers and leaders.

- Leaders
- Middle managers
- Human resource professionals

PREREQUISITES

Participants will be expected to be self-reflective and to be motivated by learning and self-development. Those attending will be asked to bring real issues to share in coaching practice, and will be expected to keep a personal reflective learning log during the workshop. Participants will be expected to spend some personal time

each day outside of the workshop on reflection or preparation for the following day. Enrolment will be limited to ensure maximum participation.

FEE

OECD: Swiss Francs CHF 1,950 / USD 2,000
NON-OECD: Swiss Francs CHF 1,750 / USD 1,800
Fee includes coffee breaks, lunch, handouts and course certificate

PROGRAMME

The programme outline below will be adjusted to match the actual needs and experience of the participants.

Day 1 - Exploring the Context: Leadership and Development Concepts and Trends

- Why coaching, mentoring and facilitation?
- *Demonstration coaching session.*

Day 2 - What Makes a Good Coach / Facilitator?

- Core skills and competencies: introduction to a basic coaching model, enquiry strategies and giving and receiving feedback.
- *Putting it into practice*

Day 3 - What Makes a Good Coach / Facilitator?

- Core skills and competencies: active listening and managing the relationship
- *Putting it into practice*

Day 4 - What Makes a Successful Group Discussion / Meeting?

- Essentials of facilitating meetings and workshops: process, tools, techniques and tips

Day 5 - Essentials of Facilitating Meetings and Workshops:

- Putting it into practice and consolidating the learning
- Personal preferences and styles
- Next steps - consolidating the learning

TRAINER

Amanda Cunningham is an experienced leadership and performance specialist with over twenty-five years of relevant experience. She works alongside individuals and teams, particularly in the NGO, voluntary and international sectors. Amanda blends her professional expertise in the fields of human resources, learning and development and leadership with her focused coaching skills.

INFORMATION AND REGISTRATION

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