



TRAINING COURSE OUTLINE

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*Pragmatic Agile*TM Coaching Soft Skills – 2 Days

Successful adoption of Agile and other ‘transformational’ practices often requires deep changes within the hearts and minds of teams and individuals. These cannot be achieved by mere coaching in the Agile process – they require advanced soft-skills in communication, motivation, and leadership.

This course provides delegates with all the tools they need to effect change at the deeper levels of beliefs, values, and motivations within individuals and teams who are required to adopt new challenging working practices such as those associated with Agile and similar innovations. It uses a combination of practical work, role play, slide-based theory and group discussion for effective learning.

Audience

This course is suitable for anyone attempting to effect change through a coaching or leadership role.

Content

Communication Theory and Application

- How we communicate
- Models of communication
- Patterns of communication & behaviour
- Deeper levels of listening
- Clean language
- Dealing with difficult people
- Influence/persuasion
- Negotiation

Motivation Theory and Application

- What really motivates us?
- Assessing motivation levels
- Models of motivation
- The communication of motivation
- Motivating the un-motivatable
- Emotion and the part it plays

Change and Working with Groups

- Relationships and group psychology
- Organisational change

- Behaviour change
- Coaching for performance

Leadership Theory and Practice

- Psychology of leadership
- Leadership approach/style/models
- Leader vs manager (role play)
- Role of the leader
- Vision and strategy
- Motivation and reward
- Inspiration

Emotions in the Workplace

- Emotions, definitions and psychological perspectives
- Safely dealing with “dangerous” or “negative” emotions
- Applying emotions for greater benefit
- Power, authority and responsibility
- Harnessing and multiplying creativity

Additional Details

Duration	2 days	Maximum Number of Delegates:	10-15, exceptionally up to 20
Setup	Laptop projection; flip charts; space for groups of three or four to work together in comfort		
Options	This course can be tailored to the specific challenges faced within an organisation and to take account of the particular Agile approach or new working practices being introduced.		