

A PACT Project

Training for Charge Hands

Purpose

For Charge hands to learn and apply good staff coaching skills to lift the performance of their teams.

Outline

A three day face to face training programme covering coaching skills specifically aimed to the charge hand level. The important part of this programme is the emphasis on applying the skills on the job and a three month follow-up where the participants report back and discuss skill application.

The course builds on the foundation communication skills already learned and covers basic supervisory skills such as:

- Problem solving
- Giving clear and specific job instructions
- Correcting
- Praising

PACT has found that training targeted at the management or supervisory level does not fit at charge hand level. Charge hands are responsible for day to day work performance and do not have the longer term planning, reviewing and leadership responsibilities found at higher management levels. As with all levels, charge hands learn best when training is targeted specifically at them – using examples from their own work and practices relevant to what they actually do on the job.



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