

COURSE 2 EFFECTIVE SUPPORT OF ENTREPRENEURS AND SMALL BUSINESS OWNERS

This course aims to improve the effectiveness of participants when supporting their clients. Starting with understanding yourself and your preferred way of engaging with others, you will discover your best approach to serve, guide and support the business owners you engage with.

Short Course Facilitator

Christoff Oosthuysen

APPLY NOW

Session 1 Individual readiness for supporting and being supported

- Understanding yourself and the way you show up in the world
- Understanding the people you support and their learning preferences
- Understanding the needs, perspectives & lived realities of the supported person
- Creating a conducive environment by matching your approach to the needs of the supported

Session 2 Situational leadership based on finding the right mode of support

- Clarifying available modes of support: training, consulting, mentoring, coaching
- Defining the most appropriate mode of support for the applicable situation
- Agreement with the supported person on the mode, nature and outcomes of support
- Negotiating and renegotiating your support relationship and identified support objectives

Session 3 Modes of support most suited for you

- Understanding the different competencies for different modes of support
- Knowing your own strengths and limitations
- Stretching yourself without risking the outcomes for the supported person
- When to refer the supported person to a “specialist” and when not to

Session 4 Managing the support relationship

- Different contexts of offering support: from structured programmes to informal settings
- Clarity on the intended outcomes, benefits of support
- Defining roles and responsibilities to optimise support outcomes
- Keeping a record, sharing of notes, managing the information flow
- Working towards independence for the supported person