

Coaching Skills

Overview

This one day programme has been designed to build an understanding of the principles of effective coaching techniques. It aims to engender knowledge, enthusiasm and commitment to the role of 'coach' and acts as a comprehensive guide addressing key issues relevant to the processes and skills required for effective coaching.

Delegates will undertake practical coaching exercises to experience the techniques and skills learned.

Objectives

- For each delegate to understand what coaching is.
- For each delegate to understand the characteristics of a good coach.
- For each delegate to understand the key principles of coaching and how to use the GROW model as a framework for coaching.
- For each delegate to be aware of the elements of successful coaching and guidance.
- For each delegate to assess their natural coaching style, strengths and areas for growth.
- For each delegate to understand how to adapt their coaching style by making it appropriate to the learning style of the individual being coached.
- For each delegate to experience coaching in a safe environment and feel confident to use skills and techniques back in the workplace.

Content

- Introduction to coaching
 - The benefits to you
 - The benefits to those you coach
- The role of 'a coach' - and the key characteristics of a good coach
- The principles of coaching and using the GROW model
- Focussing more closely on the skills required during coaching:
 - Using empathy to reassure and guide
 - Support and challenge
 - Knowing when to suggest and when to question and listen
 - Motivational language and positive reinforcement.
- How do I learn? Self assessment
 - Visual
 - Auditory
 - Kinaesthetic
- Adapting my coaching style accordingly
- How do I coach? Self assessment
- Adapting my style accordingly
- Practical exercises for growth – Juggling exercise and coaching pairs to work through a practical challenge or issue that each delegate has they need to explore. Delegates coach each other using the GROW model
- Group review and discussion
- Personal Action Plan