

Introduction to Coaching Skills (2 days)

Coaching models, techniques and tools & practicing coaching skills

What is this course about?

Why coaching? Coaching is increasingly being used within organisations to support improved personal and team performance. As organisations find themselves working within an increasingly complex world, where they are often required to do more with less, coaching offers a tool for encouraging and supporting individuals and team members to find solutions and to take responsibility for their own actions and outcomes.

This course follows a two-step process: First, clarifying what coaching is and is not, introducing a basic coaching model and trying it out. Second, going further into coaching techniques and tools, and consolidating learning through practicing coaching skills in small groups, with guided feedback.

The course includes demonstrations, facilitated discussions, individual and group activities and experiential learning through coaching practice in pairs or triads. Participants should identify current work issues or challenges to bring to the workshop for coaching practice. All participants will have the opportunity to coach, be coached and to observe and give feedback. This is a highly interactive workshop, developed around adult learning principles.

Who should attend?

This is a two-day introductory workshop intended for

- Leaders
- Managers
- HR professionals
- Trainers

interested in exploring how to support improved individual and team performance within their organisations through using a coaching style of management.

What will I learn?

Following this workshop, participants will have an understanding of coaching and mentoring and will be comfortable to coach others on straightforward issues within their organisation, or externally. More specifically, participants will be able to:

- Understand what coaching is and how it can support performance within organisations
- Understand the differences between mentoring, coaching and counselling
- Be comfortable in using a basic coaching model to work with others within their organisations
- Understand and apply a range of coaching and influencing approaches
- Improve their communication and influencing skills through developing active listening and effective questioning skills
- Understand interference and limits on performance
- Contract clearly and ethically, and be aware of coaching boundaries
- Be comfortable giving and receiving feedback, and learning from others
- Examine continued learning and supporting coaching quality

Day 1	Getting started – a coaching model <ul style="list-style-type: none">• Introduction to a basic coaching model• Coaching demonstration and practice• Differences between coaching, mentoring and counselling• Understanding the role of coaching in the work environment• Coaching approaches - directive and non-directive• Language and questioning skills• Coaching in pairs and threes, with feedback
Day 2	Building on basics – exploration and consolidation <ul style="list-style-type: none">• Qualities of a good coach• Listening and attention in coaching• Contracting, boundaries and ethics• Goal setting and scaling• Giving and receiving feedback• Coaching using telephone and Skype• Continued learning and supporting future coaching• Coaching in pairs/ threes, with feedback

Post course supervision is an integral part of this workshop, to support participants in applying and integrating their newly acquired knowledge and skills within the workplace, or the wider community. A total of three hours one-on-one supervision will be provided over a period of two to three months. An optional group supervision session can also be arranged. These one-on-one personal development opportunities will be scheduled by Skype or by telephone with the trainer, who is also a qualified coach supervisor.