Coaching Skills Course

Duration: Half day
Delegate No: Min 3, Max 12
Times: 09:30 - 12:30 or 13:30 - 16:30

Target Audience

• This training course is designed for those who have a responsibility for coaching and managing the performance of others.

Course Aim

• This course will equip managers, team leaders and internal coaches with the skills, knowledge and confidence to coach individual team members to improve their own performance and confidence.

• The training provides participants the opportunity to practice the GROW model, devised by Sir John Whitmore, based on successful coaching in the world of sport. In addition, it also helps raise self awareness in others and motivates and encourages self responsibility within those being coached.

Course Objectives

By the end of this half-day training course, the participants will have:

• Understood what coaching is, their role as coach and how it can contribute to maximising performance.

• Practised using the G.R.O.W. model and identified how they can use coaching situations in a range of work situations.

Pre-Reading

This will include some information on what coaching is and the differences between coaching and counselling, mentoring and training.
Course Outline

09:30 Welcome and introduction
- Course objectives and outline for the day
- Domestic arrangements and style of programme
- Facilitator presentation and participant introductions

09:50 Role of a coach
- The role, skills and attributes of an effective coach
- Key principles of coaching
- Coaching as a motivational tool
- Facilitator presentation and group discussion, small group practical activity

10:15 Active and reflective listening skills
- Active listening
- Summarising, paraphrasing
- Reflecting back
- Practical exercises in pairs and trios with group discussion

10:45 Coffee

11:00 Questioning techniques and using the G.R.O.W. model
- Different types and use of questions
- Summary of the G.R.O.W. model
- Examples of effective questions using the G.R.O.W. model
- Selecting your key questions
- Facilitator demonstration, question exercise, individual preparation

11:30 Coaching practice
- Coaching others and receiving coaching
- Observing coaching techniques in practice
- Coaching practice sessions in trios with coach, coachee and observer

12:15 Applying the learning and next steps
- Review of learning, current skills and action planning
- Course Feedback

12:30 Close

"I enjoyed this course very much and found it benefitted all of us far more than I thought possible. Thank you!"

"A well presented course providing a very good insight into coaching."

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