

1 DAY

COACHING SKILLS



Business Skills Course

LEARNING OUTCOMES

- Understand the purpose and benefits of coaching.
- Know when and how to coach using the right style.
- Understand how adults learn, and the impact of our own preferences on others.
- Identify different performance levels, and learn techniques to motivate and improve performance.
- Understand what drives behaviour.
- Develop effective coaching relationships.
- Build rapport easily.
- Utilise effective questioning, listening and other communication skills in coaching.
- Set good quality objectives.
- Structure your coaching sessions and deliver good quality feedback.

COURSE OVERVIEW

Coaching is a critical skill in organisations, offering significant value to both individuals and the organisation when applied effectively. This programme provides a comprehensive introduction to coaching for those with little or no formal experience, enabling participants to develop coaching and feedback skills that enhance competence, confidence, and performance, strengthen relationships, and provide insight into human behaviour, including strategies for supporting challenging individuals.

TOPICS COVERED IN THIS COURSE

What is Coaching and Why Bother

An introduction to coaching, what it, it's benefits, and why it matters

Coaching Style and Flexibility

Explore different coaching styles, recognise your preferred style, and learn to adapt for different situations.

The Learning and Development

Understand the Learning & Development Cycle, learning styles, and how coaching fits to achieve results.

Performance and Motivation

Recognise different performance levels, understand what drives behaviour, and learn techniques for coaching difficult individuals.

Effective Coaching Skills

Build rapport, apply questioning and listening techniques, provide information appropriately, and deliver quality feedback.

Coaching Frameworks

Set SMART objectives and use models like GROW to structure effective coaching sessions.

Practical Application

Participate in practice coaching sessions, receive feedback, and develop personal action plans for implementation.