

# Developing your Coaching Skills

Coaching is an essential activity for those organisations that wish to empower their staff to achieve higher levels of performance and job satisfaction. This two-day programme develops the necessary coaching skills required by today's top performing teams.

Participants will leave the programme understanding their own coaching and learning styles, and how to identify the styles of individuals within their team. They will have enhanced their ability to grow, motivate and develop their team and increase the opportunities to delegate. Small group activities and real practice using real issues form an integral part of this highly participative programme. Peer group and one-to-one training consultant feedback is used to enhance the learning.

## Who Should Attend

Any manager and team leader who are seeking to improve the way they coach, motivate and empower their people. Those who wish to develop the competence of their team whilst at the same time inspiring them to exceed what were perceived to be their personal limitations will also benefit from this programme.

## After attending this programme, participants will have the ability to:

- Improve team and individual performance through an effective and flexible coaching framework
- Transform discussions into results
- Encourage others to commit to and own targets that stretch them, and transform team performance
- Facilitate the development of others by helping them to explore effectively themselves, others and the situation, to identify the real issues
- Assist the performer to identify strengths and weaknesses and then produce focused plans to improve performance
- Consciously use the work situation as an opportunity for planned learning that motivates the individual
- Monitor and control progress whilst encouraging everyone to develop and grow Recognise and encourage success
- Recognise and encourage success

## Our Key to Effective Learning

### Management

In-Company Programme	✓
Competency Based	✓
E-learning Support	✓
High Impact Learning Option	✓
In-Company Location of Choice	✓
Accreditation	✓

## Residential Open Programme

**Duration:** 2 days 1 evenings

**Starting:** 10:00 AM

**Location:** Central England

**Price:** £895 + VAT

This is a fully residential programme, the above price includes comprehensive programme materials, morning coffee, luncheon and afternoon teas. Residential programme fees do not include the participant's hotel costs. Participants will be required to settle direct with the hotel before leaving.

## Open Programme Dates

Mon 24 – Tue 25 Jan 2005

Mon 14 – Tue 15 Mar 2005

Mon 6 – Tue 7 Jun 2005

Mon 3 – Tue 4 Oct 2005

Mon 5 – Tue 6 Dec 2005

## Telephone Booking:

Lynn Joy

Customer Business Manager

tel: +44 (0)1789 734300

# Developing your Coaching Skills

## Defining Coaching

The role of coaching and its links with results  
 The role of the manager in coaching  
 Identifying the benefits of coaching for the subordinate, manager and the organisation  
 Understanding the process of learning, development and individual motivation  
 Reviewing the learning cycle and exploring the needs of those with styles that is in contrast to the coach's

## The Context Of Coaching

Whose agenda?  
 Identifying and developing the coaching climate  
 What makes a brilliant coach?  
 Taking and making coaching opportunities

## The Coaching Iceberg

The practice, process, skills and attitude of coaching  
 How to be an effective coach  
 How to get started - hot hints and tips  
 How to develop your coaching style  
 Identify coaching style options and using styles appropriate to the situation

## The Coaching Process

Stages in the coaching process  
 Reviewing current performance, background and experience  
 Identifying improvement areas  
 Identifying resources and developing tactics  
 Setting and agreeing goals, targets and timescales  
 Monitoring progress, supporting and reviewing

## The Coaching Session

Setting and agreeing session objectives  
 Planning and structuring the session  
 Establishing rapport and building effective relationships  
 Applying listening and questioning skills  
 Learning to summarise and reflect  
 Silence: A key coaching skill  
 Recognising and reacting appropriately to emotions  
 Following up cues and clues  
 Suspending judgment  
 Agreeing plans

## Coaching Practice

Doing it for real  
 How to deal with 'problem' performers  
 The stereotypes of performer you will encounter and how to respond

## Personal Development Plan

Developing an individual action plan for implementation back in the workplace.

## Our Key to Effective Learning

### Management

In-Company Programme	✓
Competency Based	✓
E-learning Support	✓
High Impact Learning Option	✓
In-Company Location of Choice	✓
Accreditation	✓

### In-Company Option

In-Company tailored programmes are bespoke skills based solutions providing a highly interactive and participative environment to address your training and development needs.

**Duration:** 2 days

**Location:** Your Venue

**Participant Day Rate:**  
 £325 + VAT\*

For more information telephone Lynn Joy  
 on Tel: 01789 734300