



Programme overview

The success of coaching in the workplace is dependant upon the contribution and ability of managers. Effective coaching will demonstrate and release value to the individual and the organisation.

This highly participative 2-day course enables attendees to concentrate on developing their coaching skills and the mindset needed to make coaching work across the business.

We explore how the GROW model of coaching forms the backbone of the whole process, then build onto it the skills and components needed to maximise the potential of the individual in the workplace. Facts on coaching will be presented and discussed to enable participants to construct a coaching process for their business; ensuring ownership is created and built upon in the workplace. Managers will be given the confidence to adopt a 'coaching management style' and deliver it to their teams at an operational level.

Objectives

After the programme attendees will:

- ◇ understand what coaching is and how to apply the techniques
- ◇ develop a coaching approach that fits into a busy work schedule
- ◇ create with staff, personal development plans and goals
- ◇ understand the differences between training, coaching and mentoring
- ◇ deliver and receive assertive and confident feedback
- ◇ increase awareness and understanding of how people learn
- ◇ define and apply the skills and behaviours good coaches need, using the GROW model as the core component
- ◇ help change the climate that employees operate in
- ◇ develop a coaching mindset.

Course contents

- ◇ What is coaching?
- ◇ How it differs from training and mentoring.
- ◇ Values and benefits of coaching.

- ◇ The GROW model and coaching framework.
- ◇ Reinforcing GROW as the central component of the process.
- ◇ Coaching skills and behaviour.
- ◇ Dealing with underperforming staff.
- ◇ Offering and receiving feedback.
- ◇ Goal setting.
- ◇ Review and action planning
- ◇ Building a coaching process and the key stages of coaching. This is a group activity and will run inline with each discussion and exercise throughout the day. As components of the process are covered they will be added to a coaching framework ('learning wall'). It will act as a review / focal point at various stages in the programme.

Throughout the programme we concentrate on developing the skills, knowledge and understanding required to carryout effective workplace coaching. Activity is structured around live participant coaching sessions (1:1 and group) to link all the components together. The aim is for each person to take away a personal goal and process for individual development (direct business benefit). Discussion, testing out and feedback on the programme subjects continues throughout the day and each piece fits together like a coaching jigsaw.

By the end of the workshop participants will be able to conduct a coaching session and have practiced the skills in full to maximise coaching impact in the workplace.

Duration

2 days

Location

UK and internationally delivered at client premises