

Two Day Workshop

Who will benefit:

Anyone who is accountable for organising coaching within an organisation, and/or who is responsible for direct coaching of colleague(s).

Objectives:

By the end of the course participants will be able to:

- ☺ Understand where the coaching process fits into the overall training and development strategy of an organisation
- ☺ Be able to describe the benefits of coaching in relation to the learner, the learner's manager and the organisation
- ☺ Be able to describe the range of learning activities in the coaching "toolbox"
- ☺ Understand how and why people learn and the application of this in the coaching process
- ☺ Be able to prepare a coaching plan
- ☺ Be able to prepare, deliver, assess and evaluate a practical one-to-one coaching session
- ☺ Describe the skills, knowledge and personal attributes required of an effective coach

Module One – Training in context

- The importance of training and development to an organisation
- Training needs analysis
- Training and development and employee motivation
- Training options
- The application of coaching and the coaching "toolbox"
- Benefits of coaching and a coaching infrastructure



Module Two – Preparing to coach

- Identifying the individual's training need(s)
- Pre-coaching assessment
- Preparing a coaching plan
- Setting objectives
- Preparing a coaching session using SOPs and job/task/fault analysis
- Building in standards of performance and post-coaching assessments

Module Three - Understanding learning

- How and why people learn
- Matching learning styles to coaching methods
- Motivating the learner
- Overcoming barriers to learning
- Understanding and using the learning curve in coaching

Module Four – The skills, knowledge and personal attributes of an effective coach

- Effective one-to-one communication
- Influencing skills
- Using motivational strokes in the learning process
- Creating positive attitudes
- Giving constructive feedback

Module Five – Delivering an effective coaching session

- Gaining commitment to the objectives
- Whole-part-whole delivery
- Practice and guidance
- Ongoing and terminal assessment
- Giving feedback