

Programme Overview

With any coaching programme there must be positive gains for both the Coach (Practitioner) and Coachee (Assessor, Tutor, Staff member, colleague, client). Enhancing confidence and competence through effective coaching is therefore fundamental to this coaching learning intervention. The programme has therefore been designed to ensure that both parties of the coaching experience gain equally from the implementation of a range of tools and techniques.

The programme will be based on the ilm Level 3 Understanding Workplace Coaching Unit. This Unit aims to provide practising and potential first line managers, practitioners and professionals with the knowledge, skills and confidence to perform effectively as workplace coaches as part of their normal work role. It is a concise qualification made up of three key elements which introduce the core aspects of coaching in the workplace.

Effective Coaching Skills

- encourage extraordinary performance from your people

Understanding good practice in workplace coaching

Participants explore the role of the workplace coach, assess their own ability to use a variety of assessment tools and interpersonal skills to recognise how they might adapt different styles to suit the coachee.

Organising workplace coaching

Participants look at a range of different learning resources, tools and techniques to support safe and effective coaching, alongside practical skills in how to coach, monitor and record coachee's progress.

Undertaking supervised coaching in the workplace

Participants plan and organise workplace coaching sessions, implement coaching sessions (both formal and informal), and then monitor/review their own workplace coaching performance.

The key competencies addressed in this short programme are:

Asking effective questions

Learn and practise asking questions that put the ball firmly back in the other person's court and get them to take responsibility for their own actions.

Insightful listening

Learn to read and interpret the clues in people's answers that help you work with them in both a challenging and supportive way to enable the person to find the best possible way forward.

Managing coaching conversations

Use a number of effective models to structure the coaching conversation that moves people quickly from their present problem to a positive action plan which they are personally committed to.

Real skills through real practise

Throughout the programme delegates will practise real coaching skills on real people, not through artificial role playing exercises. Personal confidence grows with each workshop.

Flexibility and adaptability

Coaching encompasses a spectrum of skills, many of which they will already have. We help them enhance these and develop others to enable them to manage a greater range of situations.

Developing an inner self confidence

Key to developing effective coaching skills is under-pinning knowledge with an inner confidence that they are doing the right things right, thus helping to build the confidence of others.

Programme Structure:

The programme will be delivered through 2 full day workshops, approximately 30 days apart to encourage application back in the workplace. A combination of a personal action plan and a coaching diary provides the opportunity for delegates to implement a range of coaching and techniques with Assessors and Tutors. Delegates will be encouraged to personalise their approach and provide feedback at Workshop 2 of their successes and challenges.

The programme will be delivered at four venues across Wales on the dates listed below. Workshops will commence at 9.30 and conclude no later than 16.30.

