
Introduction to Coaching Skills

Programme Outline

Overview

The programme aims to give participants an introduction to coaching and to develop their foundational coaching skills. The programme is highly experiential (learning by doing) coupled with demonstrations, discussions and triad practice.

Learning Outcomes

- Describe what coaching is and is not
- Understand and apply the GROW Model
- Contract for coaches outcome
- Demonstrate active listening and questioning skills

Programme Content

What is Coaching?

- Definition of Coaching, distinctions from other professions
- Core Competencies of an effective Coach
- GROW as a model for coaching

Establishing the Focus / Goal

- Active Listening I
- Contracting for the outcome
- *Coaching Demonstration*
- *Coaching practice*

Key Coaching Skills

- Trust and Rapport
- Active Listening II
- Questioning Skills

Creating Options

- The value of choice
- Creating options
- Appropriate support and challenge

Forwarding the Action

- Asking forward moving questions
- Creating choice for future behaviours
- *Coaching Demonstration*
- *Coaching Practice*

Coaching in the Workplace

- Developing your coaching muscle
- Being alert for coaching moments

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Note for Participants

Coaching Practice will be observed by professional coaches who have mentored in accredited coaching programmes ensuring that participants receive evidence based feedback based on the coaching competencies.

Participants will not be given 'role plays' but instead will be asked to bring their own real situations to the coaching. As part of this programme, participants will practice their coaching skills by coaching each other. Therefore, please think about what areas you would like to be coached on (but pick something that you are comfortable sharing in a small triad practice). Remember coaching is about moving forward and achieving positive outcomes for you.

Typical scenarios brought to coaching have included: building better relationships, overcoming communication challenges, building my own leadership capacity, working through change, delivering a difficult message, finding better work life balance, crafting a vision for my future, positioning a sale, building my team, running better meetings, facilitating more buy in from others, developing my career, managing upward and more