

## Coaching skills

45-minute webinar

Performance coaching develops people's capabilities, improves effectiveness and enhances productivity. It also encourages ownership and responsibility, leading to staff being happier and more motivated.

Managers will leave this programme with lots of tools and techniques they can use immediately – together with increased confidence in their ability to develop people effectively.

### Learning objectives

- Understand the difference between coaching and training
- Recognise the value of using a coaching style on a daily basis
- Enhance your questioning and listening skills
- Learn how to use the GROW model of coaching
- Boost your confidence in using your coaching skills as a manager

### Format

Designed as a highly interactive 45-minute webinar for groups of 6 to 8, or 60 minutes for groups of up to 12, or 90 minutes for groups of up to 20.

### Webinar overview

#### 1 What is performance coaching?

- An essential management skill
- Coaching and training – what's the difference?
- Benefits of coaching to the individual, manager, organisation

#### 2 Key coaching skills – and when to use them

- Effective questioning
- Effective listening

#### 3 Using the grow model

- Sir John Whitmore's model
  - Goal, Reality, Options, Way forward

#### 4 Actions and next steps

- Review
- Personal action planning
- Next steps

#### 5 Close