

Coaching skills – an immersive introduction

**A one-day face-to-face workshop
(with a half-day virtual follow-up workshop)**

Overview

Holding effective coaching conversations develops people's capabilities, improves effectiveness and enhances productivity. It also encourages ownership and responsibility, leading to staff being empowered and more accountable.

This participative, practical workshop will help you understand what coaching is and build your coaching skills, enabling you to acquire a solid understanding of the effective practice of coaching for line managers in the variety of settings you work, be it face to face, virtually or hybrid.

Learning objectives

You will learn:

- what coaching is and the boundaries of the approach that ensure it is collaborative and empowering,
- when to use coaching and when not to and how to take and make opportunities to have coaching conversations,
- how to listen deeply and skilfully alongside the key skills and behaviours an effective coach needs, and
- how to structure a coaching conversation.

You will leave with some techniques you can use immediately and a coaching model to use in 1-2-1s – and with increased confidence in your ability to engage with people effectively.

By the end of the one-day face-to-face workshop, you will:

- Understand the benefits of coaching and what it is
- Learn and build the key skills and behaviours a good coach needs
- Practise providing and receiving effective feedback
- Practice using coaching in a safe and supportive environment
- Know how to use a structured model of coaching
- Be more confident in using your coaching skills as a line manager

By the end of the half-day follow-up virtual workshop, you will:

- Have practised using coaching skills in a safe and supportive environment
- Be more confident in using your coaching skills as a manager
- Have reviewed and critically reflected on your coaching approach and how you will develop your coaching skills further

Audience

This session is appropriate to all line managers.

Format

This is a practical, participative workshop style day, with plenty of opportunities for interaction, asking questions and sharing ideas and practice. There will be different tasks, activities and exercises as well as time for reflection and review. By the end of the day you will understand the skills and tools you need to be a good coach.

The expert trainer

Amanda Dudman is an extremely popular trainer, facilitator, coach, mentor and consultant. Co-author, with Ruth Lowbridge, of three books on mentoring, *An Introduction to Enterprise Mentoring* (with additional co-author Peter Stevens), *Get Mentoring*, and the *Get Mentoring Pocket Book*, Amanda leads our coaching and mentoring practice.

Workshop outline

THE ONE-DAY FACE-TO-FACE WORKSHOP

Please bring any challenges and relevant scenarios that you would like to have coaching about that can be used during the training for practice purposes.

1 Welcome, aims and introductions

- ✓ Welcome, introduction, takeaways
- ✓ Getting to know each other and our experiences

2 Understanding coaching

- ✓ When to coach, when not to coach
- ✓ Recognising 'coachable moments'
- ✓ Understanding what coaching is and the boundaries of the role
- ✓ Skills and tools for effective coaching: the human communication mix

3 Coaching in practice

- ✓ What does an effective coach do?
 - The skills and tools for effective coaching. Some activities and exercises.
 - Structuring a coaching session
 - Focus and outcomes
 - Beginning > middle > end – Explore, Understand, Action model for productive conversations and enabling engagement
- ✓ Useful coaching models for performance based and strengths-based coaching

4 Introducing the GROW model

- ✓ A flexible and structured way to hold effective coaching conversations
 - Goal
 - Reality
 - Options
 - Way forward/Will
- ✓ Short demonstration by the trainer of GROW in practice
- ✓ Practising and using GROW together
- ✓ Reflective review in plenary

5 Making it stick

- ✓ How to integrate coaching approaches into the day to day as a line manager
- ✓ Tips and ideas for success – including for ‘tricky moments’
- ✓ Personal action planning

THE HALF-DAY FOLLOW-UP VIRTUAL WORKSHOP

Please bring any challenges and relevant scenarios that you would like to have coaching about that can be used during the training for practice purposes.

1 Catch-up

- ✓ Welcome, introduction, takeaways
- ✓ Where are you now?
- ✓ A reviewing activity: what has gone well since the training workshop; has anything not gone so well?
- ✓ Refresh on the coaching model
- ✓ Peer coaching activity: reflecting on how you are applying coaching skills in practice in your role
- ✓ Review and feedback

2 Developing skills and approaches that support effective coaching

- ✓ Coaching practice:
 - Practising in pairs, followed by a review and feedback
- ✓ What next?
 - developing your coaching skills and experience onwards
 - Being clear about your next steps and using reflective practice
 - Personal action planning

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