

## Introduction to Coaching Skills in the Workplace

### INTRODUCTION

The benefits of coaching are now well recognised in the workplace. Coaching enables people to take personal responsibility and to achieve better outcomes with less stress. This workshop is aimed at managers who have responsibility for developing and supporting staff. It is for those who are serious about learning and development. No prior knowledge needed, just a willingness to participate openly and honestly.

### COURSE OBJECTIVES

**By the end of the course delegates will be able to:**

- **Explore, develop**, and evaluate their own coaching and facilitating skills
- **Use coaching** to boost effectiveness by inspiring and helping others to develop themselves
- **Draw** on recognised coaching methods to motivate and support those they work with
- **Develop** a critical insight into their existing practice and awareness of coaching
- **Understand** the barriers to peak performance, and how to deal with it
- **Become** more purposeful and effective at work, moving from habitual to conscious action
- **Formulate** an action plan to improve their own coaching skills – with individuals and with teams

### COURSE CONTENTS

Definition and basic philosophy of coaching

Who can coach, who can be coached

Powerful questioning and effective feedback

Learning, performance and enjoyment

Overcoming resistance and other barriers to coaching

Tools, models and overview of key coaching approaches

Developing leadership potential through coaching

#### Personal Development Action Plan

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered*

**COURSE DURATION:** 1 Day Course

Equivalent to ILM Level 3 unit  
Value of 3 credits



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