

# Coaching Options Information Paper



# Why use Coaching?

Research shows dramatically improved results in organisations where leaders and managers using coaching approaches to support development and improve performance.

Gaining skills in coaching along with increasing understanding through practice ensures that you can effectively enhance ownership and performance of the people you manage to meet organisational objectives.





# Organisations who invest in coaching

- Demonstrate how they value and invest in the workforce
- Deliver more effective services and create a healthy work environment
- Help staff to solve problems in new ways
- Empower and support staff development
- Improve morale
- Create sustainable improvement
- More successfully manage the process of organisational change
- Get more done in less time with lower costs
- Achieve better outcomes
- Seek out opportunities to continuously adapt and improve
- Make better decisions and grow
- Increase staff resilience, recruitment and retention

# Options

Our coaching training options include:

- Regulated OFQUAL Level 6 Coaching qualification
- Skills based courses:
  - 4-day Manager as Coach Course
  - 2-day Coaching Skills Course
  - 1-day Coaching Skills Course





## Level 6 Coaching Qualification

Our Level 6 Certificate in Coaching is an OFQUAL approved and accredited 27 credit qualification. (QAN no. 603/7181/X)

Learners create a portfolio of evidence consisting of 3x assignments, 2x assessors written questions, a reflective journal, evidence of 20 hours coaching experience and a personal development plan.

The course is provided over 5 full face to face days followed by 2 further workshops and a comprehensive assessment process. It is:

- highly interactive with plenty of practice
- fully supported by an accredited Level 7 experienced Coach/Tutor
- supported by 1-1 tutor support and peer support throughout



# Level 6 Coaching Qualification contd...

**Unit 1: Principles and practices of coaching and mentoring** - aims to develop knowledge and understanding of coaching and mentoring, their application and the principles and practices which can be used in coaching and mentoring situations. This will develop skills to use in practice.

**Unit 2: Personal development for coaches and mentors** - aims to support learners in identifying their own development needs in the context of coaching/mentoring and to plan to meet those needs. It also emphasises the need for continuing professional development and review of own activities that will lead to continuous improvement.

**Unit 3: Coaching for business/organisational improvement** - aims to develop coaching practice (min 20 hours). This will support increased knowledge, understanding and skills needed for the personal and the professional development of the coachee and to facilitate institutional success.





## 4-Day Manager as Coach Course

If you are looking for a skills-based course, this is the one to choose if you want your leaders/managers to truly use coaching as part of their practice.

The 4 days provide learners with a structured opportunity to build on their skills over a period of time, reflect on their growing practice and to develop skills and understanding sequentially.

# 4-Day Manager as Coach Course contd..

## Day 1 & 2

- What is coaching/mentoring/negotiation/influencing? –the differences and the skills needed for each
- Where does coaching fit into your role?
- How does coaching relate to performance?
- Principles of coaching
- Building and keeping rapport
- Body language – confidence, matching and pacing
- Creating and maintain rapport
- Reflective listening
- Questioning – open questions, hypothetical, leading, multiple, probing, critical enquiry, comparative and content free questions
- Challenge – why challenge? Challenging questions
- Model of coaching GROW– Goal, Reality, Options, Will do

## Day 3 & 4

- Additional Tools – ladder of accountability, SPACE
- Providing challenge through coaching
- Handling strong emotions
- Giving and receiving feedback
- Procrastination
- Thinking Errors
- Self-limiting beliefs
- Emotional intelligence
- Reviews and measuring the impact
- Feedback
- 3 way contracting
- Perceptual positions



# 2-Day Coaching Skills Course

The 2-day programme is the minimum programme that we recommend for managers.

It will enable them to try skills out in a supported environment, which is key to participants then being able to use these skills in their everyday management of staff.

Ideally these 2 days would be run consecutively to allow learners to become immersed in the course.



# 2-Day Coaching Skills Course contd...

The course covers:

- What is coaching/mentoring/negotiation/influencing? – what's the difference- what skills are needed for each role?
- Where does coaching fit into your role?
- Principles of coaching
- The essential skills
- Contracting and boundaries
- Building and keeping rapport
- Effective listening/reflective listening
- Questioning – open questions and powerful questions
- Models of coaching
- Using tools – ladder of accountability, cost/benefit/decisional balance tool
- Providing challenge through coaching
- Giving and receiving feedback
- Opportunity to practice





# 1-day Coaching Skills Course

Our 1-Day programme provides an overview of what coaching is, outlines the skills and a useful model for practice. It covers:

- What is coaching?
- What is mentoring?
- What are coaching conversations?
- What makes a good coaching conversation?
- Effective and reflective listening
- Open questions
- Collaboration
- Style and spirit of coaching
- The GROW method
- Powerful questions
- End of Day Practice





## What do people say about our coaching courses?

*'The trainer was superb; she created a safe space for our managers to coach each other to explore difficult topics'*

*'The experience of the trainer shone through. Her expertise, supportive challenge and guidance was invaluable.'*

*'It helped enormously – it was really valuable to challenge my thoughts and emotions related to an issue that has been rumbling for ages. I now have a clear plan!'*

*'Insightful doesn't go far enough! What a change this has made to my own thinking. I will definitely change the way I talk to staff going forward. It's helped massively.'*

*'I loved this and think every manager should learn these skills. It has made such a difference already. Why didn't we do this training earlier?'*

Thanks for reading – what next?

I am sure you will have some questions for us. Please pick up the phone for a no obligation chat or send an email.

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