

COACHING FOCUS

Coachee Readiness

Version 2020.1

Service Sheet

Delivery Options

- Face to Face - 1 Day
- Virtual - 1 x 3 Hour Sessions
- Or a Combination of both

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This 3 hour training workshop is aimed at introducing the concept of workplace coaching to staff whom are going to be coached by their own manager or by others, depending on the model employed by the organisation.

Programme objectives for the workshop

- To introduce the concept of workplace coaching to staff who have little or no experience or understanding of what workplace coaching is or how it works
- To help staff appreciate the difference between managing and coaching and how coaching works in practice
- To understand the key skills and behaviours of effective coaching
- To understand how best to use to opportunity of coaching to focus, learn and to improve one's own performance and outlook.

The design has tutor input, large group/small group and paired working and discussion.
Benefits

By the end of the workshop, participants will:

- Be equipped with a basic understanding of coaching in the workplace
- Have an appreciation of why and how coaching is a powerful and effective way of increasing their performance
- Know how to start making the best use of coaching opportunities

Outline Agenda (3 Hours)

Leadership/ Management/Coaching

Objective: to position coaching as one of three line management roles, and the purposes of each, to avoid confusion and to clear a distinct space for coaching. Tutor led input followed by plenary discussion.

Defining Coaching

Objective: to gain clarity about the skills and conditions aid effective personal learning. This is tutor-led, with one group/paired exercise, followed by a plenary discussion, including input of coaching definitions.

Range of Approaches

Objective: to appreciate a range of approaches Non-directive to Directive, the positives/negatives of each. This is the large group activity/discussion.

The Key Skills of Coaching

Objective: to appreciate the key skills used by the manager/coach when they are coaching.

Structuring a conversation- the GROW Model

Objective: to introduce the key principle of coaching as a structured conversation. We explain the GROW Model as the key conversational structure for workplace coaching.



The Coachee's/Player's role and getting the most from being coached

Objective: to appreciate the hours and commitment expected from the player and to understand how to use feedback, goal setting (public/private) and 1:1 time to best effect to improve own performance.

How it will work - Lines of communication, boundaries and confidentiality

Objective: to understand the organisational agreement around communication, boundaries and confidentiality.



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