



Coaching skills

Effective leaders coach their people to achieve excellence for themselves and their teams. This module focusses on the skill of coaching and enables leaders to learn how to unlock the potential of their team through questions.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

What is coaching and when should it be used?

- A time to coach and a time to tell

Why does coaching work?

- Building confidence, motivating and getting buy-in for the future

Creating the right conditions for effective coaching

- Defining the 'Coaching Contract' with your coachee

Using the GROW model for successful coaching

- Introduction to the GROW model, showing how this process can be applied to all coaching situations

Applying coaching skills (using GROW) to real situations

- The GROW model in action; developing the language, vocabulary, questioning skills and techniques to unlock latent ability and affect change

Participants will learn to...

- Define what coaching is and when it should be used
- Determine when coaching would work in their own team and identify opportunities to put it in place
- Explain when it is appropriate to “tell” rather than coach
- Use the language, skills and techniques of effective coaching
- Implement the GROW model to release the potential of team members
- Use the coaching process to develop the abilities of team members even when the coach is not an expert in that field
- Use coaching to drive forward the skills and output of their team

BiteSize Learning

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“I really learned a lot from this session and am happy with the framework and questions as I struggle to stay in a coaching format and switch to supporting and advice giving often. This will be a great tool for me to implement where needed and help me stay on track when staff will benefit more from coaching”