



**Ideal cohort size is 12**  
Option for 2 x half days

## Learning Outcomes

On completion of this workshop, participants will be able to...

- Understand what effective coaches can do and the impact effective coaching can have on coachees
- Understand and apply the skills and techniques that **effective coaches use**. They will be able to ask more effective questions, practice improved active listening skills, give more supportive feedback, build greater levels of trust and rapport with their staff
- Apply the **GROW coaching model**. They will be able to conduct effective coaching conversations which help build greater awareness, responsibility and self belief in their staff, and apply the appropriate balance of 'asking' and 'telling' in coaching conversations

**Prework:** Participants are to identify a challenge / development opportunity for themselves or an issue that they'd like to improve, change or solve that involves others. A pre-work hand-out will be made available before the workshop.

## Workshop Outline

### 1. Introduction to Coaching

- Coaching fundamentals – what is it, why do it
- The mindset for Coaching
- The Coaching spectrum – When to ask and When to tell?

### 2. Coaching Skills – focusing on:

- Building trust and rapport, asking effective questions, active listening, giving supportive feedback
- 'Sensing' what people need

### 3. GROW model

- GROW – a powerful coaching framework
- The role of the coach at each stage, and what this sounds like – GROW questions

### 4. Coaching 'Real Plays'

- 3 rounds of 'real plays' to apply skills (coach, coachee, observer)

### 5. Deeper understanding of Coaching and GROW

- A deeper understanding of coaching and GROW, exploring the 'coachable moment', the time to tell v ask, more advanced questions
- Self reflection and action planning

**1**  
day