

Coaching Skills for Learning Mentors

(including APSP™)

2 day
Course

'Change Behaviour and the Results will Change Themselves'

Business Scenario Use principles of coaching at work with your staff to help them realise their full potential. Coaching involves creating strong but flexible learning, providing your people with the guidance and support they need to develop skills and improve performance.

Who will Benefit? Learning mentors, trainers, and advisors wanting to refresh and improve the coaching skills they use with individuals and in-group situations

Course Objectives By the end of the course you will be able to:

- Set measurable learning and personal goals
- Identify obstacles to success and strategies for overcoming them
- Encourage and motivate individuals and teams
- List the steps in the coaching process
- Ask questions to initiate and evaluate learning
- Develop self-coaching techniques

Course Content

What is coaching?

- The nature of change
- Establishing purpose in coaching
- Identifying the knowledge, skills and attitudes required

Communication skills

- Effective questioning techniques
- Moving from push to pull
- Practising listening skills
- Challenging appropriately

Goals, targets and objectives

- Setting goals
- Using a SMART, PURE, PACE approach
- Finding the motivation
- Overcoming barriers to motivation

Maintaining momentum in coaching

- Reviewing progress
 - Giving feedback
 - Giving praise
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Course Features Through exercises, discussion, questionnaires and practise sessions, participants will explore proven coaching techniques. Participants continue to develop their coaching skills through our own coaching programme, Action Plan Support Programme (APSP™). This also provides invaluable insight to the coaching process and how to make it work more effectively for your staff.
