

Essential Coaching Skills

Can your team confidently use coaching to drive positive outcomes at work? Do they have the skills to structure impactful coaching conversations and uncover strengths and areas for development?

This practical course equips participants with tools and techniques to promote an action-based approach to dealing with challenges and encourage reflection and growth. Participants learn to build rapport and engage effectively, using questions and active listening to develop supportive relationships. As your team enhances their coaching capabilities, your organisation will develop a culture of continuous improvement to achieve business goals.



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Objectives	Benefits
<ul style="list-style-type: none"> Use coaching confidently and proactively in your context to achieve positive outcomes. 	<ul style="list-style-type: none"> Participants will enhance their credibility as an effective coach, creating positive, supportive relationships with team members to achieve performance goals.
<ul style="list-style-type: none"> Structure coaching conversations to explore, identify and agree strengths and areas for development. 	<ul style="list-style-type: none"> Team members will benefit from coaching conversations which equip them with tools and insights to have greater understanding and improve their performance.
<ul style="list-style-type: none"> Build rapport with and engage team members through effective questioning and active listening. 	<ul style="list-style-type: none"> Your organisation will benefit from a culture of continuous improvement across all levels to support sustained business growth.

- Developing level course: take your skills to the next level
- Experience: strong establishing level skills.
- Minimum advanced (C1) level English

Essential Coaching Skills - Course outline

Module	Competency
Coaching fundamentals <ul style="list-style-type: none"> • What is coaching, and why coach? • The qualities of an effective coach 	<ul style="list-style-type: none"> • Set goals to improve coaching skills against criteria for effective performance.
Structuring coaching conversations <ul style="list-style-type: none"> • Understanding the GROW model • Highlighting strengths and areas for development 	<ul style="list-style-type: none"> • Structure coaching conversations using the GROW model.
Essential coaching skills <ul style="list-style-type: none"> • Building rapport • Asking better questions 	<ul style="list-style-type: none"> • Build rapport and apply insightful questions to the GROW model to foster trusting relationships and facilitate coachee reflection.
Understanding your coachee <ul style="list-style-type: none"> • Understanding your coachee's world • Creating conditions for growth 	<ul style="list-style-type: none"> • Understand the conditions for growth and development with the coachee using the ladder of inference model and reviewing activities to facilitate insights.
Developing your coaching skills <ul style="list-style-type: none"> • Building coaching presence • Strategies for overcoming problems 	<ul style="list-style-type: none"> • Build coaching presence and apply empathic listening to navigate difficult emotions and remain flexible to overcome coaching challenges.
Coaching applications <ul style="list-style-type: none"> • Day to day conversations vs formal coaching sessions • Using coaching to give feedback • Set goals to improve your coaching skills 	<ul style="list-style-type: none"> • Develop plans to achieve coaching goals by selecting tools and techniques for effective performance.