

A highly experienced *Communicate* trainer presents this course, which is aimed at all those who have management responsibility for staff development and training. The workshop provides delegates with an excellent insight into the potential of coaching as part of a staff-development programme. Delegates will learn how coaching can complement their existing training, leading to more effective learning and longer term results.

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

- To provide participants with an understanding of coaching and coaching skills within a staff development context.
- To introduce a range of practical coaching techniques to enable the participants to undertake a coaching role.

WORKSHOP FORMAT

One full day plus half day follow-up, three to four weeks later. Participants will be asked to make a short presentation of a coaching scheme they have put in place, or any aspect of coaching within their work pertaining to the first day's course.

As well as trainer inputs there will be short exercises. These will be used to illustrate the challenges of coaching and techniques to enhance the experience of being coached.

PRESENTATION

The course is intended primarily for presentation in-house with a maximum group size of 12 delegates

Outline Programme

The Role of Manager as Staff Developer

Definitions of Coaching

- differences between coaching and mentoring
- coaching in a context of staff development

Participants' Experiences of Coaching at Work

- problems and issues
- where it has succeeded
- lessons to be gained

How Adults Learn

- learning styles/approaches and the Learning Cycle

Coaching Skills and Techniques

- interpersonal and communication aspects
- assessment of training needs
- giving positive feedback
- negotiating learning contracts
- briefing
- how to meet needs

Aspects of Assessment of Performance

- individual/peer and management review

Agreement for Actions

- in preparation for follow-up half day

Close of Workshop

