

# Performance Coaching

Capitalise on the potential of your team and provide them with opportunities for development. Unlike training or mentoring, coaching enables people to find their own solutions to the challenges they face, enhancing ownership and accountability. This course provides you with an understanding of key coaching models and skills enabling you to become a quality workplace coach.

## Snapshot

Duration: 1 day

## Learning Outcomes

At the end of this program you will be able to:

- Define coaching and articulate its benefits
- Identify the characteristics of an effective coach and review your own performance
- Define and apply essential coaching skills, such as questioning, listening and establishing trust
- Apply a range of models to structure coaching sessions
- Discover tips to maximise the effectiveness of your coaching sessions

## Course Content

### Setting the Context

- Introduction
- Learning outcomes
- Participant objectives

### Essential Coaching Skills

- Establishing a trust relationship
- Identifying individual preferences
- 'Ask, don't tell' questioning
- Eliciting and providing feedback

### The What and Why of Coaching

- What is coaching?
- Personal best coaching experience
- Benefits of coaching others
- Characteristics of an effective coach

### Structuring a Coaching Session

- Basic coaching structure
- The GROW coaching model
- 'Coaching in a hurry'
- Using existing systems to structure your session

### Maximising the Effectiveness of Coaching

- Identifying and overcoming blockers
- Identifying your own coach/mentor

### In Action

- Planning to apply the skills and knowledge back at work