

# Coaching Skills



Dr Stephen Ho: "Our brand of coaching teaches people to find and draw, from within, these abilities and this is the real value we bring to our students, clients and coaching counterparts."

**Audience:** Anyone

**Prerequisites:** None

**Program Duration:**  
1 or 1.5 days. The course contains a lot of content for just a single day and there are many practical exercises that can easily be extended to cover more than one day.

**Course Level:**  
Beginners &  
Intermediate



## Course Description

*"There is no such thing as failure. There are only results."*  
**Anthony Robbins**

Coaching is increasingly becoming one of the most sought after and important skills for anyone in a work environment. It is a skill that no manager can live without. The days of direct commands from managers to their employees are long gone. The importance of inspiring and guiding employees to realize their abilities and discover their power and responsibilities can no longer be ignored. This is why any successful company is now deeply interested in formal and informal coaching carried out continuously in the workplace.

Coaching is not limited to managers and team leaders. Coaching skills are essential in helping and inspiring your colleagues, friends and family. This program focuses on the latest proven methods of coaching and covers important topics such as structuring effective communications, successful questioning methods and active listening techniques, the GROW model, human behavior, motivational conversations, giving feedback or praise and many other relevant topics.

This program will introduce you to the mentality of successful coaches, the effective methods of managing resistive or defensive coachees, the ability to control your emotions and to use others in inspiring and directing them towards achieving their goals.

We have always been *told* what to do by our parents, teachers, boss or even our colleagues. *Telling* however, has proven ineffective when it comes to successful coaching. This session will teach you about sound and fundamentally proven coaching techniques which promise clear vision, measured objectives and great results for coachee.

**Contains example coaching conversations and guidelines on how to conduct effective coaching. Trainer guides are provided to run coaching exercises to teach coaching.**

# Course Introduction

We know the best way to learn is by examples and hands-on experience, therefore this course is packed with effective practical and interactive exercises which would help you to quickly grasp different aspects of a well-delivered coaching session. Many questioning examples, scenarios and case studies are also provided throughout the course.



In this highly practical course delegates will learn:

## What is Coaching

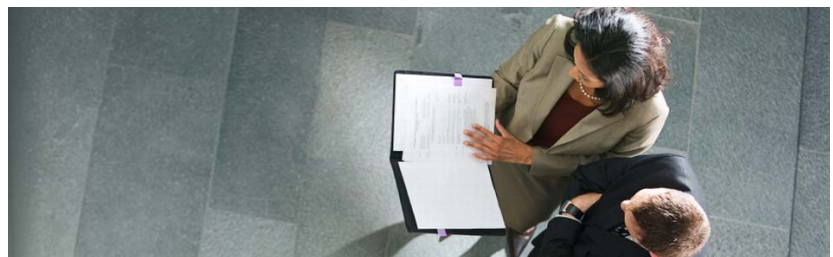
- What is the difference between coaching and other kinds of instructional methods?
- How should you sequence your coaching?
- What should you talk about first?
- What are the principles of coaching that you must adhere to?
- What is formal and informal coaching and how do they differ?
- What are the best formal systems of coaching and how can you implement them at work?
- How can you integrate your coaching with HR performance appraisals?
- How to raise the awareness of a coachee?
- How can you use coaching in line with your management responsibilities?
- What is *peer coaching*?

## How to Sequence Your Statements

- What is the GROW model?
- What kinds of questions should you ask in each stage of the GROW model?
- How to encourage others in the right direction?
- How do humans learn and how can you use their natural learning habits while coaching to get maximum results?

## How to Ask Questions

- What kinds of questions are ineffective in coaching and why?
- What results do you obtain from asking each type of question and how can you use this knowledge to coach?
- What types of questions can you ask and what are their pros and cons?
- What are open and closed questions and how can they help when coaching?



## The Philosophy Behind Coaching Skills Training Course

### How to Motivate

- What are the main human needs?
- How to benefit from a variety of behavioral models to predict and motivate others?
- How to take advantage of the power of motivation in coaching?

### How to Give Feedback

- How to assess the coachee and provide valuable guidance?
- How to give effective feedback?
- How to overcome internal barriers while coaching?
- How to overcome resistance to change or coaching?

### By the end of this course the delegates will be able to:

- Employ **coaching principles** in your environment and **maximize others' efficiency**
- Use the **GROW model** to coach, question and guide a coachee
- **Ask questions** to maximize the efficiency of the coaching session, **raise awareness** and open up new possibilities
- **Influence others** through understanding **basic human needs**
- Provide **effective feedback** to coachees and **overcome any potential resistance**

Coaching is a hands-on experience and the best way to master this skill is through practice. This course covers **many theoretical aspects of** coaching, though each theoretical part is **systematically complemented with appropriate exercises** and case studies so that the delegates can see for themselves what they are supposed to do when coaching.

Coaching skills is not only limited to managers, it is a skill applicable to everyone in any setting. These skills can be used to connect with others and to inspire, motivate and guide them in overcoming their problems and getting results. This course allows you to **understand more about human psychology** and learn how to ask the right questions and correctly share your opinion with others.

Since coaching involves guiding others, this course also includes comprehensive materials on **human motivation** and learning principles so that the learner can become familiar with the full range of topics necessary when dealing with others.

Contrary to people's belief, a coach doesn't have to know everything about a topic to be able to help. You don't have to be the best tennis player in the world to be able to coach a tennis player. This also applies to the business environment. This course shows the delegates that, indeed, by asking the right questions, they can be an effective coach without the need to know more about the domain than the coachee does.

Using a range of practical exercises, delegates get to practice their coaching skills on each other and also work through exercises designed to increase their retention rate and help them memorize various techniques thought in the course.



**Other Ideal Courses to be used in conjunction with Coaching Skills Training Materials are:**

- Giving Feedback
- Performance Management
- Questioning Skills
- Leadership Skills
- Communication Skills

**CONTACT US ANYTIME TO SET UP A TRAINING NEEDS EVALUATION!**



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# LIST OF CORPORATE TRAINING PROGRAM

## Management Training

- Communication Skills
- Leaderships Skills
- Project Management
- Team Building
- Giving Feedback
- Creativity and Innovation
- Negotiation Skills
- Coaching Skills
- Motivation, Persuasion & Creativity
- Delegation Skills
- Event Management

## Personal Development

- Emotional Intelligence
- Advanced Emotional Intelligence: Personal Skills
- Time Management
- Advanced Time Management
- Presentation Skills
- Decision Making
- Body Language Part 1
- Body Language Part 2
- Assertiveness Skills
- NLP Core Skills
- Report Writing
- Anger Management
- Personal Impact

## Interpersonal Development

- Advanced Emotional Intelligence: Interpersonal Skills
- Advanced Communication Skills
- Handling Difficult People
- How to Influence People
- Conflict Management
- Meeting Skills
- Listening Skills
- Questioning Skills
- Difficult Conversations
- Persuasion Skills

## Sales & Marketing

- Customer Service Skills
- Sales Skills
- Marketing Skills
- Telephone Skills
- Handling Complaints

## Human Resources

- Train the Trainer: Delivery Skills
- Interview Skills
- Conducting Interviews
- Diversity Management
- Performance Management
- Stress Management