

Leadership
Development
Programme

Skills Build 1

Coaching Skills



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Check in

- I'm....
- My previous experience of coaching,
– giving and receiving is....
- What I find tricky when Coaching...



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Territory for Today (9.30am– 1.00pm)

- Context & Check-in
- What is/is not Coaching? – in our roles
- Listening Levels
- Conversations for Ownership – video 1

BREAK (10.30 – 10 minutes)

- Conversations for Ownership – video 2
- Core skills and phases of Coaching Conversation
- Paired Practice – Take 1
- Review

BREAK (11.50 – 10 Minutes)

- Paired Practice – Take 2
- Coaching Buddy & Conscious Practice set up
- Check-out



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What are Coaching Conversations?



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Choices of Helping Approach

HELPING
styles



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Definition of coaching

**unlocking an individual's potential to maximise their
own performance & development**

You know it's happening when:

**They succeed in their 'task' and they know it
They learn something for their future, and they know
it**

They feel more confident about their future capability



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LISTENING LEVELS



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Conversations for Ownership

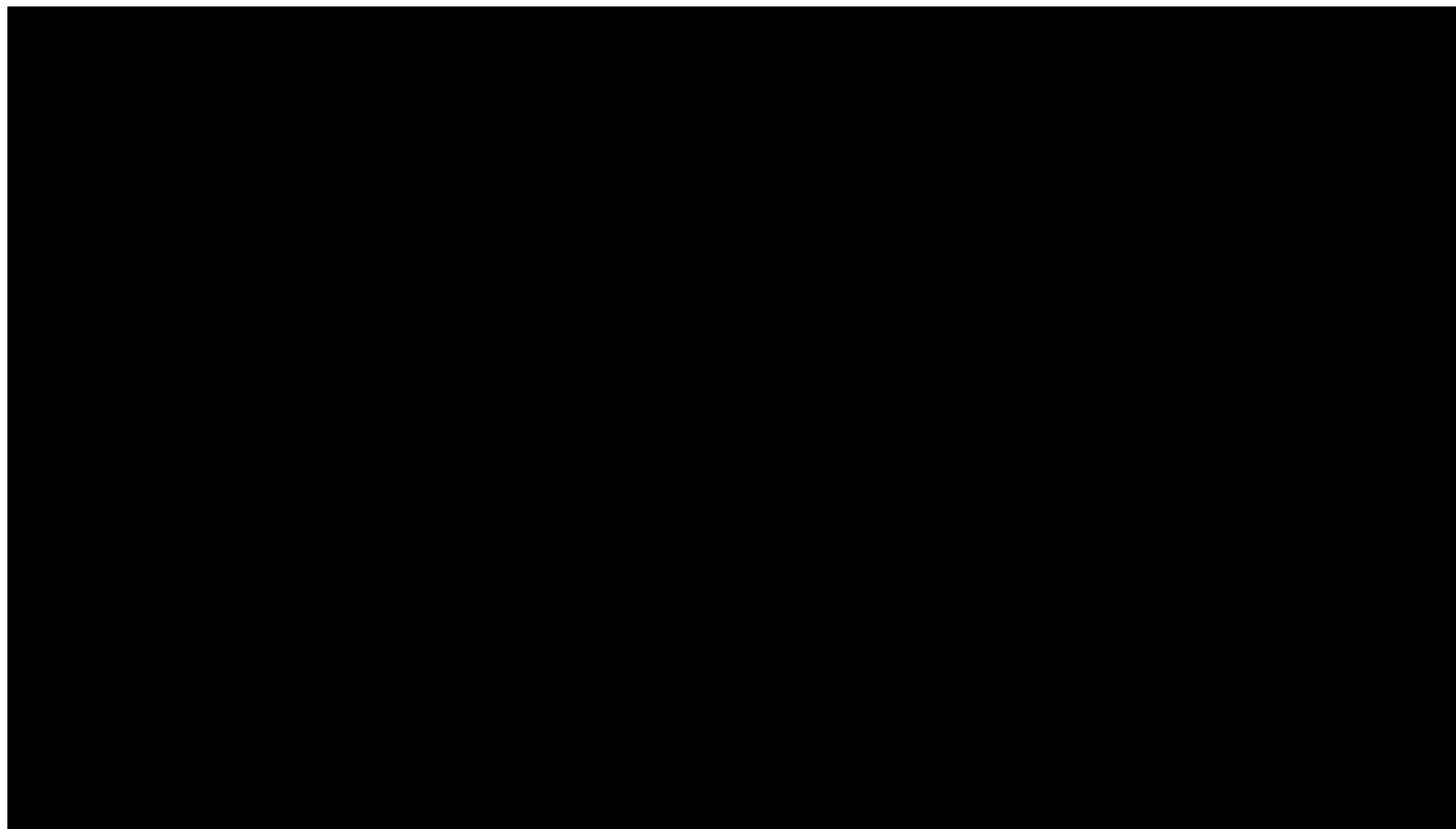


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Coaching Demo 1 - Review

- What do you notice about Ian?
- What impact does the conversation have on Anne?
- What would you suggest he does differently



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Break

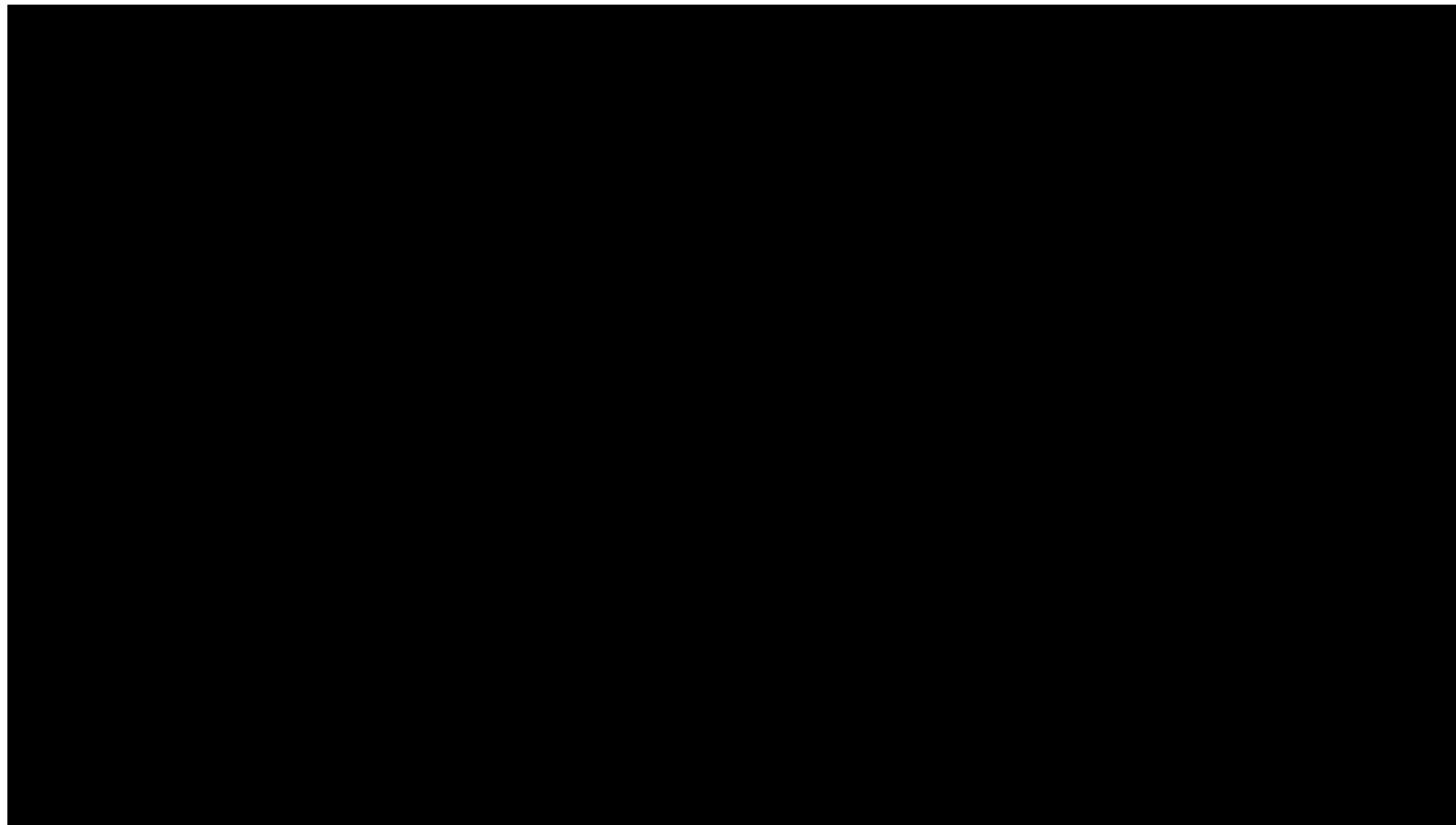


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Coaching Demo 2 - Review

- What do you notice about Ian this time?
- What skills is he using?
- What is the impact on Anne?



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Coaching Skills

- Building Trust, Space, Silence, Environment, Demonstrating Empathy, Open Questions, Honesty, Probing, Challenge
 - LISTENING
- Non-verbal clues, Checking understanding, Summarising, Feedback
 - FOCUS ON THEM
- Careful – offering of solutions



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Shape of a Coaching Conversation

- What do you notice about the shape of the conversation?
- Start?
- Middle?
- End?
- Impact on Anne's ownership?



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Map for Coaching Conversation



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Shape of a Coaching Conversation

Which option feels best to you?
Easiest/Simplest to do?
When could you start?
What do you need?
How will you know you're
making progress

What's your goal for this issue?
What do you want to get out
of THIS conversation today?
If you could get one thing sorted
today, what would it be?



What are you thinking of doing?
What are your thoughts/feeling about
that?

What do our policies suggest?
What have you done before?
What have you seen others do?
What else?

If this was about you – what would work
best?

If the next step was easy, what would it
be?

What is happening right now?
What are you thinking/feeling about this/them?
What do you think they are thinking/feeling
What have you done so far?
What's the impact of that?
Explore, playback, probe....



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Paired Coaching Practice – Take 1

In Pairs

Coach your partner on a small live issue

10 mins each way



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Break



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Shape of a Coaching Conversation



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Common Challenge for Coaches



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Style and Ownership



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Paired Coaching Practice – Take 2

In Pairs

Coach your partner on a small live issue

10 mins each way



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Developing my use of Coaching

In Buddy Pairs

- What coaching skill do I need to focus on
- Who/When will I take a coaching approach with over next few weeks
- How will we support (co-coach) each other



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Reflection

**What will I need to
'let go of'
to use a coaching style more
often?**



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Final Thoughts

What is your key take away?

How will you keep the learning alive?



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