

# Consulting skills & behaviour curriculum

## Coaching for Performance

Delegates will:

- Identify when a coaching approach is most appropriate with colleagues and clients
- Know how to build powerful coaching relationships
- Understand what it means to be a steward of transformation for others and how to develop their mindset and skills
- Use a wide variety of coaching approaches to expand people's ability to take effective action and create wider communities of collaboration and commitment
- Be able to diagnose where coaches are stuck, foster new ways of being, skills and practices, transform people's point of view about themselves and their situation and elicit powerful new commitments
- Apply best practice coaching models for maximum impact

### What the programme will cover

Participants develop the mindset, skills and behaviours of an effective coach through highly experiential scenario-based roleplays which illustrate the key phases of coaching. Participants work on developing rapport, questioning skills; strengthening their emotional intelligence to read between the lines, explore what really matters and unblock and empower the coachee. During the different scenarios participants develop fluency in setting up coaching relationships and applying different coaching models.

### The fundamentals of coaching

- Understanding the difference between coaching and other forms of management interaction and recognising when coaching is an appropriate intervention
- Developing the right mindset and emotional intelligence to be an effective coach
- Learning and applying best practice coaching models for maximum impact

### Building rapport

- Enrolling a new coachee through the definition of implementation objectives, commitment and possible obstacles
- Creating a platform for a strong coaching relationship through verbal and non-verbal techniques
- Recognising when coaching is an appropriate intervention

### Turning insight into action

- Empowering coachees to enable them to take action and remove obstacles
- Helping coachees to recognise what internal and external resources are available to them
- Using effective questioning and powerful speaking to create breakthroughs, manage resistance, gain commitment and generate action



### How individuals and organisations benefit from this programme

Individuals will benefit from:

- Accelerating their learning.
- Increasing collaboration with peers.

Organisations will benefit from:

- More effective collaboration that can be applied to areas such as innovation, engagement or sales execution.
- Motivated individuals and teams.
- Stronger leadership and less micro-management.

### How we will embed learning

- Practical tutorials with regular practice and feedback sessions each day.
- Emphasis on developing own coaching style in real-life situations.
- Advising managers on the leadership required to maximise ROI.
- Use of online orientations and tool overviews before face to face training.
- Participants work in teams on a live materials or relevant case studies.
- Highly experiential exercises and roleplays interspersed with tutor coaching, debriefs and peer reviews.
- All case learning, processes and tools are applied to real world situations and integrated with existing approaches.
- Follow up coaching on live projects with online resources, reference videos and articles.