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You want to bring about a culture where people own their own development and are enabled to find their own solutions to problems

The term coaching is used to describe feedback, mentoring, training, performance management – it's all a bit confused

You're uncomfortable with people leaders telling their team members what to do, but recognise they don't have the skills to do things differently

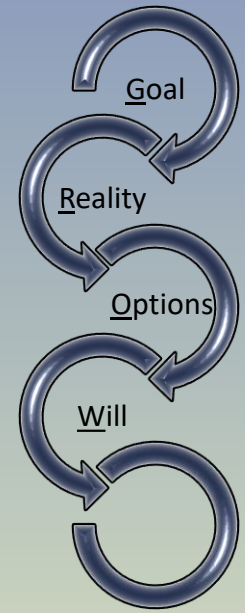
Coaching Skills

"I feel confident I can use the tools provided to improve my coaching sessions."



- ### Course Content
1. Introduction to concept of coaching, what it is and what it isn't.
 2. Core coaching models including GROW, perceptual positions and circle of control.
 3. Creating a question bank.
 4. Role of listening in non-directive conversations.
 5. Coaching practice.

- ### Learning Outcomes
- Understand the difference and appropriateness of directive and non-directive conversations
 - Have knowledge of some core models that can be used immediately in the workplace
 - Created a question bank for support as they develop their coaching practice
 - Learned a method to practice and obtain feedback on their coaching skills



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