

The Essential Series

Ten Tips to provide Great Coaching



Region 11 Training Ltd are approved to
deliver ILM Development Awards

Introduction

Purpose of this guide

Very simple – this guide will support you or your staff to coach more effectively. People will be able to add more value to the organisation, feel more motivated at work and continue to develop their skills.

What we do

We're a training company that know how to get the best from people. We've coached and developed people to improve their coaching skills for many years.

We've included a range of best practice methods which are proven to work. Please make full use of this resource, pass on to colleagues or download further copies from our website.

Here's a taster of the type of professional training we deliver for our clients:

 **Coaching**

 **Management Development**

 **Sales Training**

 **Team Building**

 **Customer Service Training**

 **Training The Trainer**

 **Contact Centre Training**

 **Consultancy Projects**

Ten tips to provide great coaching

Definition

A great coach will guide others to discover the best way to improve their performance. Consider how different this is to the coach telling someone what they would do!

Outcomes

Determine specific outcomes that need to be achieved to demonstrate improvement and return on investment. How many times do you get in the car and start driving without any idea where you are heading? Not often, we hope.

It's the same with coaching. Usually the coaching relationship is a journey over many months, so it's important to map out not just the destination but some milestones along the way. This provides increased motivation as being able to demonstrate progress can be hugely rewarding.

Questions

A great coach, will ask well chosen questions, as we said at the start, to guide others to discover the best way to improve. With some specific goals in mind and some milestones along the way agreed, the coach can then start guiding towards these by asking appropriate questions. One thing's for sure, the coach doesn't have all the answers, they just know how to find them.

Listening

Not surprisingly you'll find that a coach doesn't do as much of the talking. It's important to actively listen by concentrating 110% on the other person. A great coach will use their eyes and ears, picking up on feelings, gestures and facial expressions. Great coaches demonstrate they're listening by checking their understanding of what is being said and asking relevant follow up or probing questions.

Enthusiasm

Great things happen when knowledge, skill and enthusiasm are combined – even in the face of adversity. Edison would never have invented the light bulb if he didn't have immense enthusiasm for what he was doing.

Behaviour breeds behaviour, so ensure your behaviour is the sort that's infectious in a positive way. It's very easy sometimes for people to become bogged down in what the problems are and how big a challenge they face, so an injection of enthusiasm from the coach goes a long way to build confidence and enriching the relationship.

Ownership

It has been said that the coach should never be more concerned about the challenges than the person they're coaching. Remember whose challenge it is. Having been there many times ourselves we know how easy a trap this is to fall into. Consider checking commitment to the agreed actions throughout the relationship, revisit action points at key deadlines and always ask the person being coached to summarise the key points from each coaching session.

Honesty

This is the bedrock of the coaching relationship. If you can demonstrate an honest approach then trust and productive coaching sessions will follow. This means providing honest and constructive feedback, even if it's not what the other person wants to hear.

Confidentiality can also be a key issue. It should be a given that you don't talk with others about the contents of your coaching sessions. However, people still need to know their coach is honest and can be trusted for the relationship to work. This can be especially true in organisations that are unfamiliar with a coaching culture – some people automatically think that there must be something wrong with you if you have a coach!

Rapport

Not always easy to do – as we're not always going to connect well with everyone, at least not at first. Establishing and agreeing the process for coaching, how it will work, expectations, ground rules etc will start the ball rolling.

Finding common ground between each other, being observant, showing an interest in them and their business, passing compliments and remembering things i.e. events, names of family, children etc always goes a long way.

Balanced

Any feedback you provide should be balanced and constructive. All positive or all negative feedback is not going to stretch or develop anybody. There will always be something praise worthy for you to comment upon – it's up to you to find it. With any feedback you provide always make sure you evidence it with examples. This can be improved even further if you describe what effect it had on a situation. This sets you up nicely to explore alternative ways of doing or improving something.

See our Guide to Effective Feedback from the Essential Series for more information, which you can find on our website - Resources

Solutions

Be solution focused and encourage the person you're coaching to take action. It's too easy to just talk about things and let other priorities get in the way of progress. Follow up on action points, check progress and question things that inhibit people. You'll be amazed what people can achieve when they know you're going to follow up with them on their action points. Otherwise you may as well just go and have a drink with them at the pub.

Values

We hope that you have made the most of this 'Essential Series' resource and passed it on to your colleagues and friends so they too can provide some great coaching.

This is a small selection of ideas of practical and proven management tips that we've shared with you. To give you a better idea what it is like to work with us, we also share with you our values, below, which are evident from the moment you meet us.

They also help us ensure we add value to everyone we work with.

Thank you...

Damian Palin, Director
Region 11 Training Ltd



Challenging

It's simple. People learn much more and much faster when stretched.

We challenge people to step outside of their comfort zone and encourage them to find better ways of doing things. It's all about improving and becoming better tomorrow than they were last week.



Engaging

We work hard with clients to ensure people are engaged and stimulated by their development. We use a blend of accelerated learning principles and focused activities to bring the training to life. With strong connections with the work place this encourages long lasting learning and real benefits.



Professional

We are serious about helping people and businesses improve. We adopt a professional approach to achieve this.

We are qualified professionals and bring our years of knowledge, practical experience and 110% energy and attention to each client relationship.



Fun

When people work with an enthusiastic, professional person and are engaged and stimulated by challenging activities, it's almost impossible not to have fun.

This is the vital ingredient that keeps us all healthy and ensures clients get value for money.