

Performance Coaching Award

Objectives

- To provide an understanding of their role as a coach to their staff
- To develop the skills required to become an effective coach in the workplace and contribute towards personal and business improvement

Pre-workshop Learning - (1 hour)

- Briefing with own line manager to define personal learning objectives
- Discussion with Region 11 Training Ltd facilitator
- Identify and record the strengths & development areas for each member of their own team

Part 1: Workshop - 9.30 – 16.30 (6 hours)

- Practical coaching exercise/icebreaker
- Definition and benefits of Performance Coaching inc. Video Case Study
- Skills & qualities of a good coach
- Learning Styles & Personal Coaching Preferences
- Performance Coaching Model – GROW
- An example of performance coaching
- Practicing performance coaching – case studies, group work and practical exercises
- Review and feedback on exercises
- Set up of Workplace Coaching (Part 2)
- Review and evaluation

Part 2: Workplace Coaching - (minimum 3 hours)

Managers consolidate their learning by spending at least 3 hours over the next 2 – 4 weeks coaching their staff.

Managers work in pairs to observe each other coach their own staff. Their colleague acting as an unobtrusive observer is required to make notes and provide the coaching manager with constructive feedback.

Managers are also encouraged to use a learning diary following each coaching session to record 'what went well, what went less well and what they'd do differently next time'.

During this period they also have the option of contacting their Region 11 Training Ltd facilitator.

Part 3: Workshop - 9.30 – 12.30 or 1.30 – 16.30 (3 hours)

- Review and feedback from Part 2
- Role Plays to demonstrate skills, observe others and share good practice
- Action plan, review and evaluation

Post-workshop learning - (1 hour)

- Briefing with own line manager to discuss progress towards personal learning objectives
- Consolidate learning through continuous performance coaching sessions