



training \* coaching \* competency

ays

**Title of course** Train the coach  
**Duration of course** 1 day  
**Start and end time** 9:30 – 16:30

## Introduction

In the present business environment, coaching is probably the most valuable method available to managers and team members to develop skills and enhance confidence and performance of their personnel.

## Aim

- To teach supervisors and managers to coach effectively and motivate personnel
- Develop skills to encourage constructive and positive feedback and seek out development opportunities
- Explain effective coaching models
- Coaching is not training!

## Course Content

1. What is coaching?
2. Principles of coaching – relationship between coach and coachee
3. In-house challenges
4. The coaching cycle
5. The GROW model
6. Preparation
7. The first coaching sessions & how to assess
8. Coaching models, methods and approaches
9. Communication
10. Problems and conflict
11. Feedback and action plans

## Outcomes

### Delegates will be able to:

- understand the philosophy of coaching
- comprehend the importance of the coaching cycle
- understand the relationship between coach and participant
- recognize the difference between trainer and coach
- know the importance of preparation
- use the most suitable model or method
- employ the most appropriate methods of communication
- develop and practice delivering effective coaching
- deal with any conflict arisen during coaching

cont....

For more information please contact: [training@ays-ltd.co.uk](mailto:training@ays-ltd.co.uk)

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- understand how to gather and give feedback
- how to keep and update coaching assessments

**Suitable for:** all personnel who will be asked to coach

**Previous experience required:** None

**Number of delegates:** Min 4 – Max 10

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