

# Core Coaching Skills

## Learning Objectives

By the end of this course participants will be able to:

1. Describe the principles of performance coaching
2. Use the TGROW model to structure a coaching session
3. Use core coaching skills, including rapport building, active listening, powerful questioning and goal setting
4. Identify the right situations for coaching
5. Know when and how to delegate

## Course Contents

- The principles of performance coaching
- Core coaching competencies
- Establishing a coaching contract
- Building the foundations of a successful coaching relationship: confidentiality, trust and ownership
- Applying a coaching approach to supervision
- Using the TGROW Model to structure a coaching session
- Putting coaching skills into practice
  - Rapid rapport building
  - Active listening
  - Powerful questioning
  - Goal setting
  - Building motivation
- How to set inspiring and motivating goals using SMARTER and Well-Formed Outcomes
- Identifying opportunities to coach your team

### Practice sessions in pairs and trios

- Practise coaching sessions in pairs and trios
- Identifying situations for coaching v. delegation



### Format/Timing

One-day tutor-led workshop plus one-to-one, plus action learning and follow-up coaching sessions. Up to 12 delegates

### Who should attend?

This for people managers and leaders at all levels who want to get the best from their people.

### Facilitator

Matthew Critchlow, Director of Thrive and Visiting Lecturer at the University of Westminster

### What do people say?

*"Working with Matthew Critchlow has been both enlightening and inspiring. He has a wonderfully warm engaging style balanced with a depth and breadth of knowledge which translate into techniques that are easily accessible to delegates."*

**James Anderson-Dixon,  
Customer Relationship  
Manager, Nationwide Building  
Society.**