

## Coaching to Improve Performance

### Introduction

All top athletes have performance coaches, and in recent years, top businesses have also appreciated the value of business coaching. A coach has the benefit of identifying aspects which the person being coached may have not considered. This provides for a more effective and productive environment. This workshop will enable attendees to put in place a blueprint, to develop their own, others and the team's goals. It will also show how to identify and deal with gaps in people's performance and how to improve existing performance.

### Objectives

By the end of the course delegates will be able to:

- Explain what Coaching is
- Detail the role of a Coach
- Define the difference between coaching, mentoring, counselling & training
- Reviewed and applied a 7 step Coaching Project Process
- Discussed Coaching Agreements, Ethics & Confidentiality
- Determined how to establish clear Coaching goals and objectives
- Reviewed the options of assessment tools available to Coaches
- List the benefits of using up to date coaching & mentoring tools
- Describe how coaching can make a difference to performance
- Explain and successfully apply the GROW coaching model
- Use techniques from FLOW and The Inner Game to get better outcomes from Coaching
- Become more Emotionally Intelligent and use that to become a better Coach
- Build a Rapport and a relationship of trust as a coach
- Display active listening skills
- Display intuitive questioning skills
- Explain how to identify a performance gap
- Demonstrate how to apply coaching to improve results
- Plan how to coach different individuals
- Undertake a successful coaching meeting
- Utilise tailored coaching plans and templates

### Contents

A sample of what is covered includes:

- The Role of a Coach
- What is coaching?
- The difference between coaching, mentoring, counselling & training?
- Types of Coaching
- The Coaching Process
- Coaching Agreements, Ethics & Confidentiality
- Managing expectations - own and others
- Identifying and engaging stakeholders
- Planning the coaching session

- Coaching goals and objectives - SMART goals - dvd clip and exercise
- GAP analysis - Determining current situation against desired goals - skills practice
- SWOT Analysis - Personal Strengths, Weaknesses, Opportunities and Perceived Threats - exercise
- Preparing yourself as a coach
- GROW Coaching
- RADAR Instructional Coaching Model
- The 5 Key Skills of the effective coach
- Building Rapport
- Listening
- Questions
- Giving Feedback
- Empathy
- Challenging Others
- Emotional Intelligence and the EQ Coach

