

# Accredited Certificate in Coach Training

Sunday 8<sup>th</sup> March 2020

Delivered by

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# Welcome

- Domestics, timings, logistics
- Overview of programme

# Overview of Programme

	Module One	Module Two	Module Three	Module Four
Day One	Foundations of Coaching ✓	Raising self-awareness	Creativity in Coaching	Coaching leaders
Day Two	Advanced Communication Skills	Wellbeing and Change	Constellations, Cards and Connections	Purpose, Planning and Practicalities
Coaching Skills Practice	6 hours	7 hours	7 hours	Ongoing
Self-study	12 hours	14 hours	14 hours	Ongoing
Supervision	2 x 45 minute webinars	1 x 45minute webinar	1 x 45 minute webinar	Ongoing

# Day One: Foundations of Coaching

- Understand what coaching is (and what it is not!)
- Learn how coaching can benefit you and your role
- Discover the skills and attributes of a Professional Coach
- Learn about coaching competencies and the benefits of belonging to a professional body
- Review your current coaching skills
- Introduction to the GROW model of coaching
- Practical application of coaching
- Learn how to give feedback

# Review Day One: Foundations of Coaching

- What did you think about last night?
- What concerns do you have?
- What surprised you?

# Day Two:

## Advanced Communication Skills

- Introduction to the Key Communication Skills of a Professional Coach
- Discover the different types of questions and the impact they have when used
- Learn how to build rapport
- Introduction to Effective Listening Skills
- Learn how Body Language impacts our communication
- Identify your Filters
- Understand the Barriers to Effective Listening

# Key Communication Skills

- Powerful Questions
- Active Listening
- Building Rapport
- Body Language

# Powerful Questions



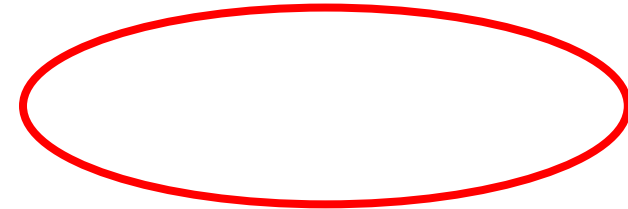
# Types of questions

## Open probes

- Gather information, initiate discussion and open people up  
WHAT, WHY, WHEN, WHO, WHERE AND HOW

## Closed probes

- Restrict response to yes or no
- Verify, can be used to check information and understanding



# Coaching Skills Practice 5

In one group: Coach, Coachee and 2 Observers

Practise asking powerful questions

Take in turns – **maximum 5 mins a round**

Rotate so that everyone has an experience of each role

Review how the coaching session went

# Coaching Skills Practice 6

In one group: Coach, Coachee and 2 Observers

Practise using powerful questions handout

Take in turns – **maximum 7 mins a round**

Rotate so that everyone has an experience of each role

Review how the coaching session went

# Recap

- Key communication skills:
  - Powerful questions
  - Types of questions
  - Practice – unprepared
  - Practice – prepared

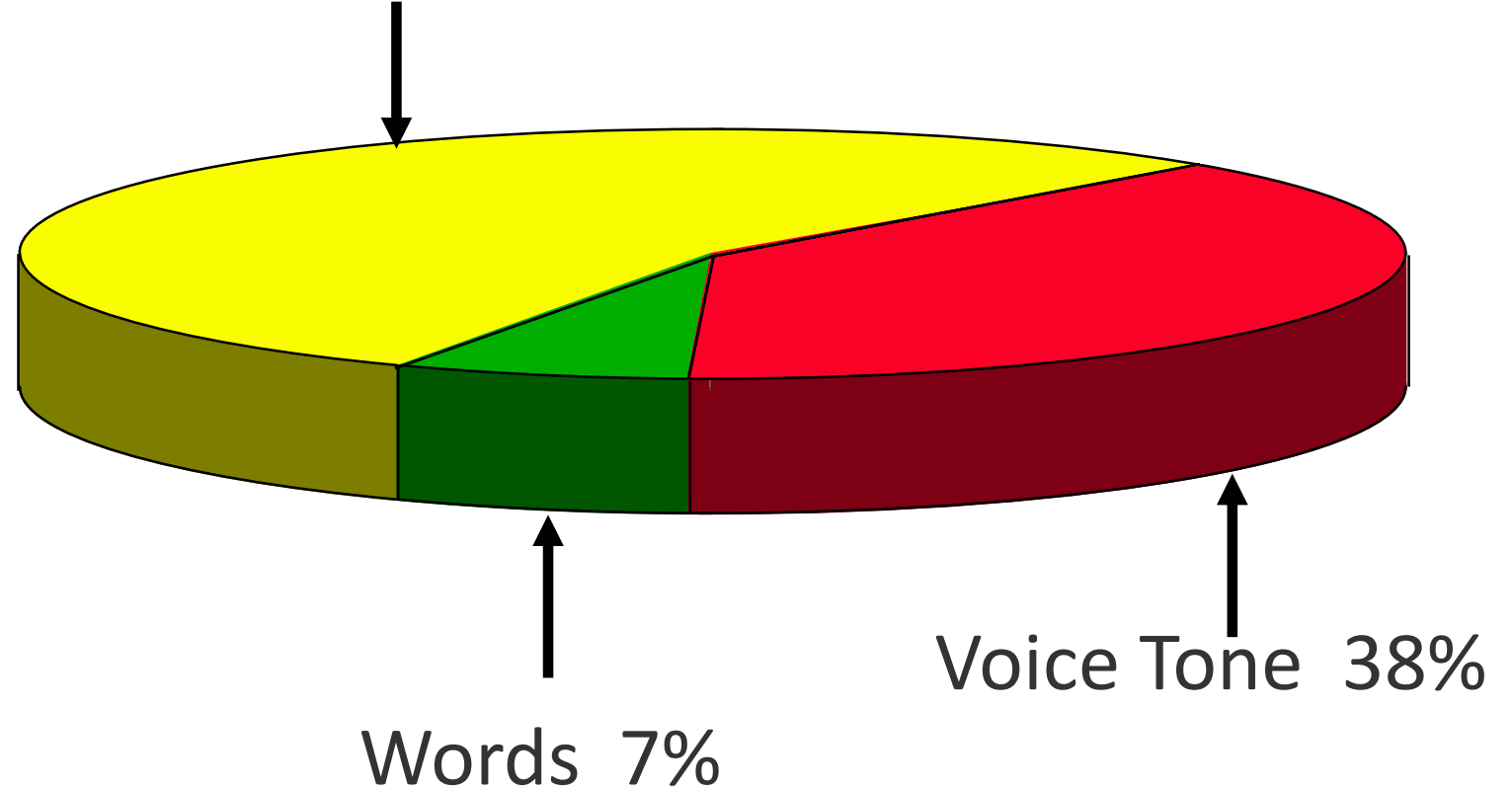
# What is Rapport?

- A relationship where there is mutual trust and understanding that all parties involved have another's best interests in mind
- Rapport building is the process of creating rapport and building trusting relationships between two or more people.
- Rapport is the basis of all good communication

# How to Build Rapport

- Connection
- Awareness
- Posture
- Expression
- Breathing
- Movement
- Voice
- Language

Non Verbal Communications 55%



# Coaching Skills Practice 7

In pairs: Coach and Coachee  
Follow the instructions you are given  
– **maximum 3 minutes**

# Coaching Skills Practice 7 - debrief

Coach and Coachee:

- How did that go?
- What did you notice?



# Introduction to Effective Listening Skills

What do we do when we listen?

Communication

Body Language

# Questionnaire to Identify your Filters

Complete and score the questionnaire

# Recap

- Developing a climate of trust
- Introduction to Listening Skills
- Filters questionnaire

# Coaching Skills Practice 8

In one group: Coach, Coachee and 2 Observers  
Coach a colleague on one of the 9 questions in the table below, identifying as many filters as you can:

What would you like to learn this year?	What are your main goals for this year?	Who do you want to get to know this year?
Who would you like to work with this year?	How are you going to challenge yourself this year?	What are you going to stop doing this year?
How are you going to stay well this year?	What might hold you back this year?	What are you going to ask for help with this year?

Take in turns – **maximum 7 mins a round** then review how the coaching session went (3 minutes each)

Rotate so that everyone has an experience of each role

# Coaching Skills Practice 8 - debrief

Group discussion:

Observer:

What filters did you see demonstrated?

Coachee:

Did you recognise yourself?

# Barriers to Effective Listening

*“The single biggest problem in communication is the illusion that it has taken place!”*

George Bernard Shaw (1856 – 1950)

# Barriers to Effective Listening - continued

The next activity will...

- Highlight the barriers to good listening and good communication
- Discuss the issue of responsibility for identifying and removing barriers
- Look at ways in which barriers can be removed or avoided

# Have You Got a Minute?

Individually:

- Read through the scenario
- Underline anything that could reduce the ability to listen effectively

10 minutes



# Removing Barriers

Individually:

Thinking about the two main characters identify anything they could do to reduce the communication barriers.

(Notes/bullet points only)

For example:

Barrier	How to remove it
Charles assumes it's a good time	Ask if it's convenient to talk

10 minutes

# Removing Barriers - continued

In groups:

Take it in turns to talk about one barrier at a time, until you have run out of barriers.

15 minutes

# Taking Responsibility

In one group:

Take it in turns to say one thing the other person could have done to help communication – *this is not a conversation!!!*

10 minutes

How did that feel?

# Taking Responsibility - debrief

Charles is responsible for...

- the delay in expressing his feelings
- making an assumption that this is a good time for Jenny
- failing to pick up on cues that she is not having a good morning
- failing to make an appointment

Jenny is responsible for...

- the layout of her office
- the lack of privacy
- her lack of sensitivity to the red-faced person in front of her
- not agreeing a time to meet in the near future

# Summary

## Day Two: Advanced Communication Skills

- Introduction to the Key Communication Skills of a Professional Coach ✓
- Discover the different types of questions and the impact they have when used ✓
- Learn how to build rapport ✓
- Introduction to Effective Listening Skills ✓
- Learn how Body Language impacts our communication ✓
- Identify your Filters ✓
- Understand the Barriers to Effective Listening ✓

# Self-Study Activities

- Refer to Checklist One in your Folder
- 12 hours of self-study
- 6 hours of coaching practice
- Supervision - 1 x 45 minute webinar on 26<sup>th</sup> March at 19:00
- Supervision - 1 x 45 minute webinar on 5<sup>th</sup> May at 19:00
- Next module: Saturday 16<sup>th</sup> May and Sunday 17<sup>th</sup> May 2020

