

# Course Outline



Coaching is widely recognised as an essential skill for helping others to reach their potential. If managers can recognise and take advantage of coaching opportunities in the workplace, the benefits include:

- 🎯 More confident and solution focussed staff
- 🎯 Your people learning to become practical problem solvers
- 🎯 Talent retention
- 🎯 Less performance management issues
- 🎯 Easier succession planning

## Not an Ordinary Course - The Learning Experience

**It's a Nice Day for a Coaching Conversation** is a two day course based on a highly visual model and a story, making it memorable and easy to recall.

It begins by clarifying what coaching is and how it can be used in the workplace. We then move on to the story of Thrugmunk, giving delegates opportunity to quickly grasp the structure of a coaching conversation, the skills required and some of the tools that can be used.

From there, delegates assess their own strengths as a coach so that they are aware of their development needs, and start their coaching practice by helping each other with the assessment.



**Nice Day** is then introduced one stage at a time, with a variety of exercises to practise and embed it, building up to the complete model. Delegates will then have a good understanding of the flow of a coaching conversation and will use their own real scenarios to practise coaching. On day two they will explore and use a range of strategies and tools so that they are equipped to deal effectively with many different situations.

All delegates receive a workbook that contains the story, the model and all the tools they need, presented in an accessible, appealing way.

## Content - Day One

- What coaching is – and isn't
- When and where to coach
- Auditing your skills – What have you got? What do you need?
- How adults learn
- The Nice Day model
- Practising parts of the model, including exploring the issues, goal setting, generating and evaluating options, anchoring decisions and planning for action
- The story of Thrugmunck!



## Content - Day Two

- Putting it all together – practising a full coaching session with feedback from observers
- Practising advanced coaching skills and tools – active listening, clean language, perceptual positions, reframing, challenging, drilling down
- The importance of well formed outcomes
- Personal action planning to develop your coaching skills



## Is this course right for your people?

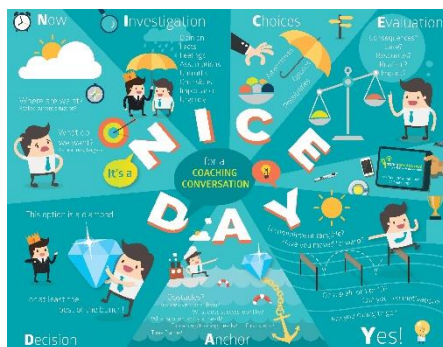


**It's a Nice Day for a Coaching Conversation** was designed to meet the needs of busy managers who need to quickly gain high level, practical skills but do not have time for a lengthy course.

It requires delegates to be willing to honestly self assess how they communicate and receive feedback on the impact they make on others. We can offer a one day course if you just want the basics covered or your people already have some coaching experience, or even a half day if you want a rapid introduction to coaching.

If you would like to book a course or find out more, please do get in touch.

[julie@springdevelopment.net](mailto:julie@springdevelopment.net) or 0845 5197 571 (local rate)



*"Very useful to have a set of tools that can be used on a daily basis to get the most from our team."*

*"Good programme, the length was right to enable a deeper understanding of the tools"*

*"It was an intensive programme but delivered in a way that made it feel possible to take on and implement"*

All delegates strongly agreed that they have learnt something useful and that they will be able to apply what they have learnt