

Coaching Conversations for Collaborative Working

Overview:

This course is aimed at developing the skills and practice of new and existing teams leaders and first line managers to develop the participant's understanding and practice of coaching in order that they can support individuals and team members through change processes. It is suitable for those who work with, or who expect in the foreseeable future to be working with, team members as well as colleagues in a change environment, such as line managers, teachers, lecturers or trainers.

Participants should be committed to sustained personal practice outwith the course framework.

The course offers a bridge between the candidates own experience of change processes and an overview of academic and practical frameworks, allowing implementation of best practice approaches in a variety of contexts. The course also seeks to meet with guidelines for ethical, safe and effective coaching for change by ensuring that participants develop a substantial personal practice and, following facilitation training, continue to develop their skills through ongoing supported practice.

This course will explore issues linked to non-directive coaching, focusing on five broad areas of practice — listening skills, questioning skills, giving feedback, generating options, summarising and paraphrasing.

Outcomes

On successful completion of the Unit, the coach will be able to:

- Explain the underlying concepts of coaching practice, drawing from current research evidence and personal experience.
- Identify actions needed to enable adoption of coaching approaches to supporting individuals and teams
- Demonstrate a practical framework for coaching conversations.
- Use coaching as a tool to drive change through the organisation

Duration

This course is delivered at Argyll Court – one day workshop and half-day follow up attendance over 6 weeks plus personal practice sessions. This course may be offered at alternative locations by agreement.

This Unit is delivered and assessed within a live work context where change management issues exist and where the support via a coaching framework is encouraged.

Evidence of competence as a coach in this Unit will be obtained from working in small groups with peers on the programme.

Progression

This course can be seen as a stand- alone course or delegates can progress to CMI Certificate in Coaching and Mentoring QCCF level 5 qualification (18 credit points, typically 3 units).