

# Coaching skills

Coaching is a powerful way to help the people around us to develop their skills, build on their strengths and progress their career. As a way of developing people in the workplace, coaching has grown in popularity in recent years as its advantages over other, more directional, approaches have become increasingly apparent.

A core part of coaching is empowering people to find their own solutions and become more independent. Personal goals and actions are more meaningful and more likely to be completed if they are self-determined, not driven by somebody else. Motivation will be greater and the resulting personal growth will be more sustainable. Understanding how to do this through coaching, not resorting to simply telling someone what they should do or how they should behave, is an incredibly valuable skill in its own right.

## Description

As a coach, you should always be looking for the right moment to have coaching-style conversations and be prepared to take any such opportunity when it arises. This course is designed to help you identify those opportunities and to capitalise on them by developing coaching skills such as rapport building, deep listening and active questioning. It will show you how to create the environment within which someone – whether that's a team member, a peer or even a stakeholder – can have the space to explore a particular issue and to come up with their own solutions and goals.

## What does it involve?

This course features an all-day workshop that begins with a discussion on what coaching is and the benefits it brings. This is followed by a series of sessions that introduce you to – and allow you to practise – the core skills that every coach requires.

You'll also be introduced to the GROW model (goals, reality, options, way forward) and shown how it can be used to conduct impactful coaching conversations.

There are several online activities you're expected to work through ahead of the workshop. These explore the core principles of coaching and introduce various coaching techniques and the GROW framework. They also explain the importance of psychological safety, empathy and rapport in developing successful coaching relationships. After the workshop, you'll also be able to access a range of support materials designed to help you put your new coaching skills into action back in the workplace.

## What's the outcome?

Having completed this course, you'll be able to create an environment of psychological safety and take a coaching-style approach to support the development of your team members. You'll have improved your listening skills and be able to ask questions that stimulate awareness and can lead to personal growth. Able to identify appropriate opportunities for taking a coaching-style approach, you'll also know how to apply the GROW model to help you structure effective coaching conversations.

## Learning activities



Animations



Online  
Tutorials



Preparatory  
reading and self-  
assessment



All-day  
workshop



Coaching planner  
and other support  
materials

## Delivery method:

F2F



VLE



DGTL



## Estimated learning time:

8 hours 30 mins

## How to book

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