

# Coaching Skills

## **Objectives:**

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization. This one-day workshop will help you become a better coach in all senses of the word.

## **What Topics are Covered?**

- Coaching 101 – Building awareness to what coaching is and is not
- How to build trust and rapport
- Developing exceptional coaching skills
- Motivate, inspire and empower others
- How to identify and tackle elements of poor performance
- Dealing with excuses
- How to run a coaching session
- Giving constructive feedback

## **Contents:**

### **Day One:**

#### **Module 1 (Coaching Awareness)**

- What Coaching is and what it is not
- Basic Coaching Skills
- Basic Coaching Presuppositions
- How a coaching session looks like
- Getting into great states for coaching

#### **Module 2 (Sharpening Your Coaching Skills 1)**

- Learning Styles and Listening Skills
- Building Rapport

## **Day Two:**

### **Module 3 (Sharpening Your Coaching Skills 2)**

- Types of questions
- Types of Questioning techniques
- What to question in Language
- Surface structure Vs. Deep structure of experience
- The Precision model of questioning

### **Module 4 (Exploring Mental Maps)**

- Identifying causes of poor performance
- Identifying coaching outcomes
- Identifying Highest Intentions
- Identify Limiting and Empowering Beliefs

## **Day Three:**

### **Module 5 (Practical Step by Step Coaching)**

- How to run a coaching session
- Pre-session preparation
- Follow up
- G.R.O.W model coaching re-designed

### **Module 6 (Giving Constructive Feedback and Dealing with Excuses)**

- Elements of constructive feedback
- Why is feedback hard to give?
- Giving feedback without offending
- Identify Excuses Vs. Legitimate reasons
- How to Tackle and reframe excuses

## **What Will Participants Learn?**

- Understand how coaching can be used to develop your team members.
- Develop the coaching skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.

## **Models Covered:**

- NLP Coaching presuppositions model
- NLP VAK Learning Styles
- NLP Rapport model
- Transformational Grammar (Surface Vs. Deep Structure modeling)
- Precision Model for Questioning
- Intentional Stance Pattern
- G.R.O.W model redesigned
- Feedback sandwich model
- Excuse reframing model

## **Language:**

- The materials for the trainees will be in English.
- The language of instruction will be in Arabic / English.