



ILM Management Leadership Programme

Coaching: 2 days

Objectives

- To understand the principles of coaching
- To be able to identify differing learning styles and their implications in managing Associates
- To understand the GROW model and the coaching process
- To understand and be able to use different coaching styles
- To be able to explain how to give effective feedback
- To have undergone a range of coaching case studies and role plays
- To have practised coaching
- To understand the key motivators for Associates and to develop a motivation plan for each Associate
- To understand the importance of empowerment and how it can practically be delivered
- To develop robust action plans using SMARTER format

Content

Review of Leadership 1

- Participant Presentations (5 minutes)

Definition and principles

- Definitions of coaching
- The principles of coaching
- Individuals respond to personal attention
- The importance of effective questioning and listening
- The importance of NVC
- The manager as coach
- Guiding rather than leading
- The importance of commitment
- The importance of follow-up

Learning Styles

- 4 learning styles
- How to coach each of the 4 styles

GROW Coaching model

- The four phases of GROW
- What happens in each of the four phases
- Actions and potential pitfalls in each phase