

NHS Coaching Skills Course Outline

With the introduction of the NHS Knowledge and Skills Framework, coaching skills, effective management and leadership are essential to support individuals and teams through the KSF process enabling them to develop and achieve their objectives.

The role of a Coaching Skills Manager is to assist individuals and groups to increase their knowledge and skills within the learning and development program, focusing on the core dimensions: Communication, Personal & People Development, Health, Safety & Security, Service Improvement, Quality and Equality & Diversity plus others that are applicable to individual roles.

This course equips delegates with numerous Coaching Skills to support them in their role of obtaining the best from individuals by:

- ④ treating people fairly involving people in decisions about their work inspiring people to deliver high quality services
- ④ maintaining motivation, morale and individual effectiveness
- ④ promoting equality and diversity
- ④ challenging negative attitudes
- ④ building on knowledge, skills, experiences and values
- ④ working towards the vision, values, strategies and objectives of the Agenda For Change and KSF framework.

The practical, interactive and supportive learning environment created by this course allows delegates to review and improve their own development whilst simultaneously enhancing their leadership/management knowledge and experience with core coaching skills and strategies.

OUTLINE:

Welcome to the RealLife Coaching Skills Programme - your guide to the ultimate coaching styles and strategies.

Coaching is becoming more and more popular, as is therapy. Yet there are so many different kinds, and so many crossovers and similarities between the methods available, that the whole thing can get very confusing - where **do** you set your focus?

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Ultimately we all want what will work best for us, and if you're a manager seeking to enhance the skills of your team, you'll want what works best for them!

With that in mind, we've selected what we feel are the best strategies from various coaching styles, included a few directive therapies, and put them all together so that you can learn to help yourself (or **self-coach**), and develop the skills to help others.

Remember, this is not a programme designed to make you into a coach - it is to give you **coaching skills**. Skills to use for yourself or to add to your management and leadership skills to get the best out of your team and individuals.

Used correctly, coaching offers highly effective tools for positive change and focused direction in your life. It helps you find a way around any challenge, achieve more (including things you thought you could never do), and create a clear focused direction for your future. With coaching, **you are in control of your life and not the other way around**.

COURSE OVERVIEW

We start this course by taking an in-depth look at what coaching is, when it would be used and what it involves, giving you an exact understanding of the process and its boundaries.

UNIQUE APPROACH

Our course is different from most because it takes a dual approach to coaching. It looks at how to coach yourself but also covers how it would be appropriate to use those skills to help others.

It includes exercises for you to complete which you can then adapt if you want to use them with your team or in your department. You need to work through this programme to ensure you fully understand the tools and strategies demonstrated and that you have a firm understanding of the coaching process - **you cannot help others until you have helped yourself!**

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Based on various coaching and therapy techniques - including NLP (Neuro Linguistic Programming), Performance Coaching, Life Coaching, Modelling, CBT (Cognitive Behavioural Therapy) and TA (Transactional Analysis) - this course allows you to consider all the best strategies and solutions and make your own conclusions. You don't have to use them all - just choose which fit you best; that's why we give you a selection.

Although we use many different theories and strategies, we keep it simple, easy to understand and easy to apply.

OTHER PROGRAMMES

Try our stress management CD Rom

SUCCESSFUL SELF COACHING

Learning about yourself, discovering your strengths and areas for improvement, having an open mind, being open to and accepting of change, being able to take (calculated) risks and being free to make mistakes (and learn from them) is the basis for good self-management. Identifying a starting point is essential. No matter how good or bad you think that starting point is, it's something you can build from.

SUCCESSFUL MANAGEMENT

Once you've completed some self-analysis and learnt how to self-coach, you'll be equipped to help others.

Coaching is different from managing or leading - it's a specific technique that **enhances** management and leadership skills and qualities. It is directive, but it's not about giving direction - that's for the client to figure out for themselves. Your role is to assist, challenge, give clarity, and encourage options and opportunities.

This helps the client build the confidence, motivation and independence to learn to self-coach and take responsibility for their continued long-term development.

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Session 1 INTRODUCTION

- Introductions
- Programme overview
- Individual objectives and expectations
- Introducing the coaching concept

Session 2 COACHING & PEOPLE MANAGEMENT

- What coaching is and what it is not
- Personality types and learning styles
- Individual and group dynamics
- Change
- Hidden issues

Session 3 CORE COACHING SKILLS

- Values, attitudes and awareness
- Ground rules
- Conscious perception
- Listening and questioning
- Summarising
- Positive Feedback
- Non-verbal communication
- Assured performance

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Session 4 PERFORMANCE COACHING

- The coaching process
- Neuro-Linguistic Programming - NLP
- Building and establishing rapport
- Body language, psycho geography and eye cues
- Anchors & pattern Breakers
- Chunking

Session 5 GOAL SETTING AND PLANNING

- Goal setting criteria
- Mind mapping
- Well formed outcomes
- STEPPPA model
- TGROW model
- Monitoring, evaluating, reviewing and developing

Session 6 EVALUATION OF SKILLS AND PRACTICE

- Applying strategies
- Practical demonstrations
- Assessment and evaluation