

COACHING CONVERSATIONS

Coaching conversations underpin most communication skills and are an important part of every role involving giving and receiving feedback and growing our teams.

With a focus on the practical skills needed to be a successful coach, our program uses strengths-based positive psychology techniques to build the self-efficacy, skills and confidence to conduct positive coaching conversations.

COMMUNICATION SKILLS FOR COACHES

- Understanding the role of the coach and the communication this requires.
- Exploring the types of complex conversations facing coaches.
- Using strengths-based approaches to understand personal triggers and our own emotional responses.
- Strategies to increase communication skills as a coach.
- Listening skills and empathy.
- Using positive strength-based questioning techniques.

COMPLEX COACHING CONVERSATIONS

- Coaching for performance reviews.
- Coaching for performance management.
- Corridor coaching for everyday use.
- Strengths-based tools used in coaching.
- Self-care strategies after conversations.

PRACTICAL APPLICATION OF COACHING SKILLS

- Understanding models of coaching.
- Planning the coaching conversation.
- Conducting the coaching conversation.
- Goal-focused and non-goal-focused coaching.
- Reviewing and assessing the coaching conversation.