

The Master Coach Workshop

This workshop is designed to build a small team of in-company Master Coaches, to carry out the coaching role in the organisation.

It will be concerned with how to develop people where they work. Coaching is an extremely effective way of improving an individual's performance by helping them to identify their own needs for improvement - what and where - and by motivating them to make those improvements. Coaching is not about telling, whether it be how to do their job, or how to change their attitudes or behaviours; it is the skill of working with people to help them realise their full potential, for themselves.

As a result of attending this workshop, the *Master Coaches* will:

- » Understand their role and responsibilities
- » Be able to use the INSIGHT Performance Map® tool
- » Be able to deploy coaching skills designed to help those coached progress towards specific performance targets
- » Be able to motivate those coached to develop, tap into their personal talents, enhance their skills, and use their experiences in a highly productive way
- » Enhance their own sales/commercial skills and personal job satisfaction

Format

A high tutor-delegate ratio will ensure the maximum amount of time is spent on developing individual coaching skills.

Outline Agenda

- » Identifying the priority coaching requirements using the INSIGHT Performance Map®
- » The GROW coaching model
- » Developing personal coaching skills
- » The Skill/Will Matrix and the qualities of outstanding coaches
- » Effective Persuasion Skills in different situations
- » Planning for the coaching process
- » The *Window on Coaching* and how to coach different personalities

Duration - 3 days