

## Target Audience

---

Managers at service and senior level who have a responsibility for coaching others within own service or across a range of services within the business.

The aim of this course is to develop knowledge and understanding of coaching and training as required by a practising or potential first line manager.

**This course is delivered using a range of methods and resources including:**

- ◆ Face to Face tutor facilitation, questionnaires, scenarios for breakout groups, videos for group activity, questioning and participation and an end of session assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- ◆ The Leadership Qualities Framework

## Course Content

---

- ◆ Identifying when training or coaching is an appropriate method to address a development need
- ◆ Training and Coaching techniques appropriate to the workplace situation
- ◆ Range of learning styles and their implications for training design
- ◆ Relevant feedback techniques and the role of feedback in Coaching
- ◆ Methods to evaluate effectiveness of training or Coaching
- ◆ Appropriate recording systems
- ◆ Supervised practice or simulation to develop the ability to apply knowledge and skills

## Learning Outcomes

---

**After attending this course, learners will be able to:**

- ◆ State when training or coaching is an appropriate method to address a development need
- ◆ List training and coaching techniques appropriate to the workplace situation
- ◆ Describe a range of learning styles and their implications for training design
- ◆ Give an example of a relevant feedback technique and the role of feedback in coaching
- ◆ State a method that can be used to evaluate effectiveness of training or coaching
- ◆ Describe what would be an appropriate recording system

**Duration: 6 Hours**