



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:

- ◆ Live tutor facilitation, questionnaires, interactive polls 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