



# Coaching & Support Skills

## One Day Training Course

### **Course Aims:**

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Delegates will learn the relationship of their own behaviour to the behaviour of others in effective coaching and support. The effect of individual needs for recognition and positive feelings on communication will also be identified. The skills of counselling, subject preparation and effective coaching are addressed in this course.

### **Course Outline:**

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#### ***Communication Issues***

- Recap

#### ***Feedback***

- Recognising the importance of giving and receiving feedback

#### ***Coaching and counselling skills***

- Difference between coaching and counselling skills
- Importance of coaching
- Coaching ideas

#### ***Motivation***

#### ***The teaching session***

- Defining teaching
- Why teach

#### ***Getting it right***

- Controlling a teaching session
- Identifying what can go wrong
- Taking action

#### ***Establishing your aims***

- What are the aims
- How establishing aims helps
- How will aims effect planning

#### ***Structuring the teaching session***

- Planning the content
- Making a good start

#### ***And in conclusion***

- Having the last word
- The role of the good conclusion
- Contents of a good conclusion

### **Target Audience**

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People requiring to improve their communications, teaching and motivational skills either in or out of the office.

### **Assumed Knowledge/ Pre-requisites:**

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Communications Skills must have been attended prior to attendance on this course.

### **Recommended Follow-up Course/s:**

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None