

ILM Level 3 Certificate in Workplace Coaching Programme

3 day programme plus an induction, tutorial, review session and 36 hours of workplace coaching.

Induction

To include:

- An outline of the qualification, its aims, and the benefits to the individual and the organisation
- The format of the programme – content, hours, attendance style, etc
- The assessment process
- The candidate support resources available, and the roles and responsibilities of participants, centre staff and ILM
- The opportunity to extend to the Certificate
- Information on equal opportunities, appeals procedures and support mechanisms
- ‘Getting to know one another activities’
- Introduction to their personal learning style to help us in the delivery of the programme
- Preparation pre-work

Skills Modules

Day 1

- Objectives of today
- What is coaching exactly?
- How does it differ from other development activities?
- Links to performance management and other activities
- Coaching as a leadership style
- Coaching as a manager versus coaching as a third party – pros and cons
- How does workplace coaching compare to sports coaching?
- Coaching examples – when can it be used?

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azure
IMPROVING LEADERSHIP PERFORMANCE
.....THROUGH INSPIRATION

- Raising awareness and generating responsibility in coachees
- Coaching demonstration
- Skills review
- Setting yourself measurable goals
- Goal setting in coaching
- Building rapport

Day 2

- Powerful questioning (video)
- Practice questioning
- Real issues
- Review
- Listening in coaching – the 3 levels
- Body language in coaching
- Adapting coaching to meet different learning styles and diverse groups of people
- Giving feedback in a coaching scenario
- ‘Getting to the point’
- Coaching practice on real issues
- Discuss and review learning

Day 3

- Setting up for the day
- Coaching demonstrations
- Preparing for peer coaching
- Actual coaching practice in 2 groups
- Actual coaching practice in 2 groups (continued)
- Review of learning

- Barriers to coaching
- Records and resources
- What next?
- Tutorial
- Coaching Practice
- Review Session

Follow Up for Certificate

In order to obtain the certificate, participants will need to have successfully completed all units and assessment for the Award (see above). The opportunity to enhance their learning and undertake the certificate programme will be discussed at the programme review session. Participants who wish to undertake the extra unit to gain the certificate – Undertaking an Extended Period of Supervised Coaching in the Workplace (D3.04) will be asked to stay on at the review session for a further hour when the requirements for the certificate qualification will be discussed and explained. One to one meetings will be set up between each participant and their agreed Supervisor.

At the initial meeting, personal development goals for the extended coaching will be agreed with the participant and these will form the basis of their personal development plan. These goals, will in part, be based on needs identified from the participant's own coaching diary after their initial 6 hours of coaching, as well as a further assessment of the range of coachees, coaching situations and techniques that the participant will benefit from experiencing. Each person will be encouraged to consider how they intend to complete 30 hours of coaching and to plan for the most effective way to gain their experience in a reasonable timescale. They will also discuss the potential benefits to all stakeholders and how to ensure support from all parties.

Azure will provide guidance on the range of criteria that the 30 hours coaching should meet, e.g. range of coaches to include direct reports and those with no reporting relationship to the coach, those where you have experience of the coachee's work area and those out of their area of expertise, different age ranges etc.

A variety of methods of reflection will be discussed and the learner themselves will receive some coaching as part of the process. Additional tools will be provided.

Participants will be required to meet with their Supervisor every 2 months as a minimum. Although up to 2 years can be taken to achieve the qualification, we would encourage

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learners to aim for one year from completion of their Award. Ideally contact with the Supervisor would alternate between telephone contact and face to face meetings.

All Supervisors will also be available for further telephone contact as required to help with any particular situations of need the participants may encounter. Participants may also email their Supervisor. Everyone will be encouraged to make contact with their Supervisor if they have doubt about any issues at all and can expect a response within 24 hours on all working days.

Participants will be expected to provide an audio tape of at least one hour of their coaching in order, for the Supervisor to provide feedback. Further tapes may be required to verify competence in specific aspects of coaching. Permission must be sought from the coachee and confidentiality will be respected with only the Supervisor listening to the tape (or ILM verifier if asked).

Assessment – as well as completing the 30 hours of coaching to the required standard, participants will also be expected to produce and regularly review their own personal development plan and to produce a reflective log of their learning from their coaching practice. All participants must gain a pass of 50% on this. However, if this mark is not attained initially, feedback will be provided and the participant supported to gain a satisfactory pass mark.

The Assessors may ask to meet with coachees of the participants during visits to contribute to the assessment process.