

## Coaching is one of the most cost effective ways to develop others. How would you like to gain a qualification to give you the skill and confidence to coach really well?

**“Some of the most stimulating and well-presented training I’ve been to. The facilitators were very personable and approachable, but knowledgeable.”**

**“I thought the way you pitched/delivered the course was perfect and enabled me to get huge amounts from it.”**

**“Thank you. I’ve really enjoyed the five days – your passion for coaching shines through and I’m looking forward to more practice.”**

**(Participants from recent programmes)**

A study by the Institute of Leadership and Management (ILM) found that 92% of coached managers felt their performance had improved and 95% saw direct benefits to the organisation.

Azure’s ILM Level 5 Certificate in Coaching and Mentoring programme is suitable for both internal and external coaches and will ensure a return on your investment many times over!

This ILM Level 5 qualification consists of:

- A half day induction module
- 5 days intensive skills development delivered by Azure Consulting's highly experienced Executive Coaches and Facilitators
- Follow-up supervision, a tutorial and a review session to support your ‘real’ coaching practice
- The opportunity to be coached focusing on your personal challenges and goals
- Completion of 3 assignments including 12 hours of workplace coaching

### Benefits:

- An enhanced set of practical coaching and mentoring skills that will keep employees motivated and performing to the best of their ability
- Skills to use in every aspect of your life and a wide range of in-work situations
- The chance to make better use of your development budget by cascading coaching in your organisation
- Enhanced career prospects and career development opportunities
- Lots of opportunities to practice developing your coaching and mentoring skills during the programme
- The opportunity to gain effective support and challenge from other participants, who can remain an effective network in the future
- New levels of self awareness and growth to enhance your performance at work

## Programme Content

### Induction – Tuesday 23<sup>rd</sup> April 2019 (am)

To include:

- An outline of the qualification, its aims, and the benefits to the individual and the organisation
- The format of the programme
- The assessment process
- The candidate support resources available, and the roles and responsibilities of participants, Facilitators and the ILM
- Information on equal opportunities, appeals procedures and support mechanisms
- An introduction to the process of 'contracting'
- Getting to know your fellow participants
- Determining how to gain the most from this programme?

The 5 days of intensive skills training that follows is divided into a 3 day Underpinning Skills programme and a 2 day Enhanced Skills programme with a short amount of time in between to allow for early practice and skills development

### 3 Day Underpinning Skills Programme – 14<sup>th</sup>, 15<sup>th</sup> & 16<sup>th</sup> May 2019

#### Day 1 – Tuesday 14<sup>th</sup> May

#### Understanding What Coaching and Mentoring Really Are

- What are coaching and mentoring exactly?
- How do coaching and mentoring differ from other development activities?
- Coaching as a leadership style
- Comparing workplace coaching to sports coaching?
- Understanding where coaching can be used effectively
- Raising awareness and generating responsibility in coachees/mentees
- Understanding the requisite skills for coaching and mentoring others
- Goal setting in coaching and mentoring
- Building rapport

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## Day 2 – Wednesday 15<sup>th</sup> May

### Getting To Grips With The Key Skills of Coaching and Mentoring

- Powerful questioning
- Summarising and reflecting
- Authentic listening in coaching and mentoring
- Understanding and using non verbal behaviour in coaching and mentoring
- Adapting coaching and mentoring to meet different learning styles
- Giving feedback in a coaching and mentoring scenarios

## Day 3 – Thursday 16<sup>th</sup> May

### Putting Your Skills Into Practice (Real Coaching)

- Coaching demonstrations
- Preparing for peer coaching
- Practice in small learning groups
- Facilitator feedback
- Personal development planning

## 2 Day Enhanced Skills Programme – 18<sup>th</sup> & 19<sup>th</sup> June 2019

## Day 4 – Tuesday 18<sup>th</sup> June

### Honing Your Coaching Skills

- Effective contracting for coaching and mentoring
- Creating the right boundaries for effective coaching
- Exploring values and beliefs:- the impact of yours on the coachee and those of the coachee on you
- Recognising your coaching and mentoring 'hot buttons'
- Dealing with difficult coaching and mentoring situations
- Practice in the use of a variety of coaching tools

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## Day 5 – Wednesday 19<sup>th</sup> June

### Making The Case for Coaching & Mentoring

- Learning from coaching and mentoring schemes in other organisations
- Typical barriers to introducing coaching and mentoring
- The business case for coaching and mentoring
- Developing champions
- Learning from good practice/case studies
- Evaluating as you go and assessing return on investment
- Presenting your case
- Assessment requirements and follow up processes

### Follow Up

In conjunction with an allocated Azure supervisor, participants will be expected to identify a range of people whom they will coach or mentor and to conduct at least 12 hours of real coaching. Following each session, the participants will record a reflective learning log for discussion with their supervisor. Feedback about practice should also be collected directly from coaches/mentees and ongoing personal development needs identified. This will be used to complete the assignments.

In total, all participants will complete 3 work based assignments, details of which will be given during the programme.

### Venue

This programme will take place at Azure premises in Wakefield.

### Fee:

£1,895 plus VAT per person.