



Approved  
Centre

ILM Level 5 Certificate in  
Effective Coaching &  
Mentoring

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

“The tutors and facilitators from Azure are amongst the most supportive and inspirational people I have ever had the pleasure of meeting. The programme allowed me to grow in a safe, supervised environment whilst nurturing me to a place where I felt confident to go out on my own and start to put my new skills into practice.”

“Perfect! The ability to coach well and develop my practice was my main priority and the programme met these objectives. The facilitators’ ability to share their experiences and offer practical insights gave a richness to the programme.”

“10/10. Bang on! Intensive, worthwhile and insightful.”

“The facilitators have been fantastic. Really engaging, supportive, reassuring, knowledgeable and professional. I started with zero skills and experience and have learnt so much along the way.”

(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.

Participants of the Level 5 programme are typically line managers who wish to coach or mentor as part of their everyday role within an organisation or who wish to become an internal coach. They may come from a Human Resources or Learning & Development background and wish to build upon their skills in developing others. Alternatively, they may simply be taking steps towards a career as a coach or mentor by providing themselves with a nationally recognised qualification. Coaching practice for this qualification can comprise working with any coachees wishing to address work related issues.

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 18 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

## ILM Level 5 Certificate in Effective Coaching and Mentoring - Programme Content

### Induction – Wednesday 22<sup>nd</sup> January 2020 (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 – 4<sup>th</sup>, 5<sup>th</sup> & 6<sup>th</sup> February 2020

### Day 1 – Tuesday 4<sup>th</sup> February

#### 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

### Day 2 – Wednesday 5<sup>th</sup> February

#### 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 6<sup>th</sup> February

#### 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 – 4<sup>th</sup> & 5<sup>th</sup> March 2020

### Day 4 – Wednesday 4<sup>th</sup> March

#### 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

### Day 5 – Thursday 5<sup>th</sup> March

#### 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 18 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.