

Developing Coaching Skills Case Study Training Managers to Apply Coaching

A national disability charity asked *mch* to help develop one of their senior management teams. Specifically, it was asked to develop the coaching ability of the individual managers. Over several weeks, *mch* covered the building blocks to great coaching:

The Building Blocks to Have a Lasting Impact as a Coach

Coaching Skills

Emotional Intelligence

Supporting Beliefs and Motivations

Understanding of Coaching

Increasing the positive impact of individuals and third sector organisations through staff development.



A phased approach was used as outlined below:

Assisting Managers to Become Coaches to their Staff

Phase I – Week 1	Phases II-III – Weeks 2-3	Phase IV–Week 6	Phase V - Months 2-5
Introducing and Experiencing Coaching	Coaching and Supporting Skills Training	Peer Practice and Feedback	Coaching the Coach
 Answering the 'W' questions of coaching (e.g. Why it can be valuable, What it is and is not etc.). Providing an opportunity to observe and perhaps receive a coaching session. 	 Providing participant with core coaching frameworks (e.g. GROW Model) and an initial opportunity to practice them. Outlining and developing the essential supporting skills for great coaching (e.g. active listening and clean language questions). 	practice through coaching betwee participants and	opportunities for n individual participants to be coached themselves. Participants could chose to meet with
0.5 days for introduction/observation. Remainder of day could allow for approx. two 1:1 coaching sessions	2 days	1 day	Several 1-2 hour sessions over several months. Sessions could be face to face or via skype/phone

The comprehensive nature of the programme was positively felt by participants, as shown by the following testimonials:

"Good to see the 'whole picture' rather than an over-focus on any one aspect."

"It was great that you built in time for us to think. The practical sessions and gaining feedback on my coaching was really useful."

mch is aware that not all organisations need or are able to fund all of these phases. Consequently, the course has been successfully adapted to meet such circumstances.

Get in touch at the address below to discuss your training needs.

Increasing the positive impact of individuals and third sector organisations through staff development.

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