

# The Coaching Capability Series



## Course overview

This series of 3 hour sessions aims to provide a sound theoretical base and applied practice in the art of coaching peers and team members at work. The modules are sequenced to develop and strengthen coaching capability in a range of situations from peer coaching to performance coaching.

The final modules are aimed at enabling managers to influence organisational culture so that it better supports coaching capability.

## Group Size

As these sessions focus on developing micro skills maximum group size is 12.

## Duration

Each session is 3 hours although modules can be combined. A learning journal between fortnightly sessions is encouraged. Single modules may be accessed as required.

## Fee

Fee per module with learning material for a group of 6 – 12 is \$2,200 inclusive.

Coaching support during the program is charged at a rate of \$250 per hour.

Customisation to reflect organisational policies and practice is available.

### Module 1: Peer Coaching

#### Module Aim

At the completion of this module you will have developed feedback and coaching skills to support your own performance and the performance of others.

#### Module Objectives

During this session you will develop your skills to:

- ◆ Seek and provide evidence based feedback
- ◆ Practise skills to support a peer-coaching relationship

### Module 2: Coaching for Competence

#### Module Aim

At the completion of this module you will have applied coaching skills to clearly communicate the required standard of competence and selected and practised an appropriate coaching approach to develop and assess knowledge and skills.

#### Module Objectives

During this session you will develop your skills to:

- ◆ Communicate a standard of competence
- ◆ Coach to develop competence
- ◆ Assess Competence

### Module 3: Coaching for Performance

#### Module Aim

At the completion of this module you will have analysed the characteristics of the coach and reviewed the importance of the coaching relationship for learning. Three approaches to coaching are introduced and practised

#### Module Objectives

During this session you will develop your skills to:

- ◆ Select an appropriate coaching approach
- ◆ Practise using that approach during a structured coaching session

### Module 4: Coaching to Improve Performance

#### Module Aim

At the completion of this module you will have analysed a range of factors that contribute to difficult behaviour and practised coaching skills to challenge behaviour that detracts from individual or team performance.

#### Module Objectives

During this session you will develop your skills to:

- ◆ Analyse what is 'difficult' about the behaviour
- ◆ Challenge 'difficult' behaviour to guide improvement
- ◆ Apply organisational policies that support performance improvement

## Module 5: Coaching to Mediate and Resolve Conflict

### Module Aim

At the completion of this module you will have analysed case studies, applied a mediation model and practised skills to resolve disputes between staff to support conflict resolution.

### Module Objectives

During this session you will develop your skills to:

- ◆ Facilitate the analysis of conflict
- ◆ Apply a mediation process

## Module 6: Coaching to Develop Careers

### Module Aim

At the completion of this module you will have developed skills to reflect on your own career and support the career development of team members.

### Module Objectives

During this session you will develop your skills to:

- ◆ Apply coaching skills for personal and career development
- ◆ Analyse your organisations approach to career planning and support
- ◆ Practise career coaching skills

## Module 7: Facilitating a Coaching Culture

### Module Aim

At the completion of this module you will have analysed the way that learning occurs and considered how you influence learning in your area. You will have the opportunity to develop a plan for improving learning practices and systems.

### Module Objectives

During this session you will develop your skills to:

- ◆ Analyse the organisation's learning practices
- ◆ Identify how to influence the systems and processes that affect learning
- ◆ Apply planning methodologies such as a SWOT or STEP and create a specific plan of action to facilitate organisational learning.

## Module 8: Leading Coaching Practice

### Module Aim

At the completion of this module you will have developed your capability to establish learning systems such as action research and communities of practice. These systems support ongoing organisational learning and embed a coaching culture.

### Module Objectives

During this session you will develop your skills to:

- ◆ Apply action research and action learning models
- ◆ Identify, promote and manage the expectations of stakeholders so that a ROI on the coaching initiative is demonstrated
- ◆ Plan to establish and facilitate action research, action learning and communities of practice

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