

## Coaching Skills

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### Learning Outcomes

Recognise and apply the key skills of coaching.

Demonstrate a role in a coaching scenario.

### What you will need:

"Coaching Scenarios" cards

Handout 10 - Active listening

Handout 11 - Blocks and barriers to effective listening

Handout 12 - Open vs closed questions

Handout 13 - Other types of questions

Handout 14 - Probing questions activity

### Content and suggested timings:

Coaching communication	15 mins
Listening skills	30 mins
Asking the right questions	35 mins
Activity	40 mins
<b>Total duration:</b>	<b>120 mins</b>

## Coaching communication

It is clear that communication is really important when we are talking about one to one coaching.

Ask delegates if anyone has heard of the 80/20 rule in coaching.

There are many books that talk about the 80/20 rule in coaching. This is where the coach does 20% of the talking in the form of good questions and prompts, and the coachee does 80% of the talking with thoughtful answers and solutions.

(This is great in an ideal world, but in reality, we need to consider the push/ pull model covered in module 2 – identifying coaching opportunities).

Ask delegates who they think will do most of the talking at either end of the push/pull scale?

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