Coaching for Results Training

BILGINC IT Academy
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Duration: **2 Day**

Coaching is no longer simply an additional workplace skill. In fast-paced organisations, it has become an important way to support performance, ownership and development. Effective coaching gives people the space to think more clearly, generate their own solutions and take greater responsibility for action.

When workplace conversations rely too heavily on advice-giving and immediate problem-solving, they can unintentionally create dependency, weaken accountability and reduce opportunities for people to build capability. Coaching offers a different approach by using listening, questioning, reflection and well-judged challenge to help others think more effectively for themselves.

This highly practical two-day course develops the skills needed to hold coaching conversations with greater clarity, confidence and impact. Participants practise listening, questioning, contracting, reframing and action planning through realistic workplace situations.

The course also explores the boundaries of coaching, readiness, ethics and situations in which coaching may not be the most appropriate response. Through practical exercises, peer learning, feedback and toolkit development, participants build the confidence and techniques required to support stronger performance, encourage development and create greater ownership in others.

Prerequisites

There are no formal prerequisites for this course.

An open mindset and a willingness to participate actively in interactive exercises will help participants gain the most from the learning experience.

Who Should Attend

This course is designed for professionals who want to use coaching more effectively in one-to-one conversations, development discussions and everyday workplace interactions.

It is suitable for:

- People who are new to coaching
- Professionals who want to strengthen existing coaching skills
- Managers who want to encourage greater ownership and accountability
- Individuals who want to improve performance and development conversations

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What You Will Learn

By the end of the course, participants will be able to:

- Explain what coaching is, what it is not and when it can be most useful in the workplace
- Use core coaching skills such as listening, questioning and silence more effectively
- Recognise how coaching stance, assumptions and bias can influence the quality of a conversation
- Assess readiness for coaching and identify barriers that may reduce its effectiveness
- Apply clearer contracting, boundaries and ethical judgement in coaching conversations
- Use coaching frameworks selectively and adapt them to the situation and individual need
- Reframe issues, clarify goals and strengthen commitment to action
- Plan and review coaching conversations with greater confidence in real workplace settings

Training Outline

Module 1 – Coaching Foundations

This module establishes what coaching is, where it is most useful and how it can support clearer thinking, ownership and action.

- Defining coaching
- Understanding what coaching is not
- Identifying appropriate opportunities for coaching at work
- Coaching as a way to strengthen ownership and performance
- The difference between coaching and giving advice

Module 2 – Core Coaching Skills and Behaviours

Participants develop the communication skills that form the foundation of effective coaching conversations.

- Active and focused listening
- Asking effective questions
- Using open and thought-provoking questions
- Making effective use of silence
- Creating space for the other person to think
- Behaviours that support productive coaching conversations

Module 3 – Coaching Stance and Awareness

This module explores how the coach's own mindset, assumptions and judgement can influence the conversation.

- Coaching stance
- Assumptions and bias
- The effect of judgement on coaching quality
- Self-awareness
- Maintaining a balanced and supportive approach

Module 4 – Addressing Barriers to Coaching

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Coaching is not the right response in every situation. This module considers the factors that influence whether coaching is appropriate and likely to be effective.

- Readiness for coaching
- Trust
- Timing
- Organisational and individual context
- Barriers that may limit a coaching conversation
- Recognising when a different approach is required

Module 5 – Trust, Contracting and Constructive Challenge

Participants explore the foundations of an effective coaching relationship, including boundaries, expectations and trust.

- Building trust
- Establishing a clear coaching agreement
- Clarifying roles and boundaries
- Applying ethical judgement
- Using constructive challenge
- Providing feedback
- Clarifying expectations and responsibilities

Module 6 – Coaching Frameworks

Participants explore practical coaching frameworks and learn how to use them as flexible tools rather than fixed scripts.

- The purpose of coaching frameworks
- Structuring different types of coaching conversations
- Selecting an approach that fits the context
- Adapting frameworks with flexibility
- Applying professional judgement during coaching

Module 7 – Turning Insight into Action

This module focuses on helping people move from reflection and insight towards clear goals and practical action.

- Reframing issues
- Clarifying goals
- Exploring options
- Identifying actions
- Strengthening commitment
- Agreeing clear next steps

Module 8 – Coaching Today and Beyond

The final module considers how coaching can become part of everyday leadership and workplace communication rather than being limited to formal coaching sessions.

- Coaching in everyday workplace conversations

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- Coaching as part of leadership
- Coaching in performance discussions
- Coaching in development conversations
- Supporting a coaching culture
- Transferring learning into the workplace

Practical Learning

The course is strongly practice-based. Participants work with situations that reflect the kinds of conversations they are likely to encounter in real workplace settings.

Practical activities include:

- Listening and questioning exercises
- Coaching conversation simulations
- Realistic workplace scenarios
- Contracting and boundary-setting practice
- Reframing exercises
- Goal-setting and action-planning activities
- Peer feedback
- Group discussion
- Development of a personal coaching toolkit

The aim is not simply to learn a coaching model, but to develop the judgement and confidence to choose the right approach, help others think more effectively and support greater ownership and action.