

Course Outline

Aims:

- To clarify what mentoring and coaching are and are not, particularly in a health context
- To build on existing skills and develop them further
- To develop confidence in using a mentoring and coaching approach
- To practice using the skills

10.00	Registration
10.15	Introductions
10.30	A Key person exercise
11:00	Programme Outline
11:20	Definitions of mentoring and coaching The 6 principles of coaching
11:35	Coffee
11:50	When advice doesn't work
12:20	Core skills: Introduction
12:40	Core skills: Rapport
12:55	Core Skills: Summarising
13:20	Lunch
13:50	Core skills: Listening
14:35	The coaching process: OSCAR and TGROW
15:00	Introduction to goals
15:20	Coffee
15:40	Introduction to powerful questions
16:00	Converting non-goals to coachable goals
16:30	Contracting
16:50	Practise
17.20	Summarise and questions