

Introduction to Coaching Skills

▶ Who will benefit

This programme is designed for client facing staff who would like to enhance their interactions with their clients/customers. It will be of particular interest to housing support staff, residential care & social workers and health care practitioners.

▶ Rationale

Building relationships with clients and improving the interactions we have with them is often at the heart of good service delivery. For staff engaged in client facing work new skills and approaches are always a welcome addition to the "tool kit". Coaching provides such an addition and its behavioural models and practical skills can be easily integrated within any client working role. Coaching is very effective in connecting and building rapport with clients, getting to the root of problems, helping the client find their own solutions and building confidence and creating motivation.

▶ Learning Outcome

To provide client facing staff with an introduction to coaching and some of the knowledge and skills that will enable them to start to adopt a coaching approach in their work with clients.

▶ Methodology

The programme will be delivered over a one day workshop and will include a combination of presentation, demonstration, work books, experiential learning and group exercises. Use of live case studies provided by the trainers and participants will elevate learning from models and theory into real working practice.

▶ About the Trainer

Niamh Shiells is a fully accredited executive and career coach and an experienced training and workshop facilitator. She has held senior management roles in the health, housing and social care sector delivering key working and case management. Niamh brings a high level of relevant insight and a practical experience to this programme.

▶ What participants say

"Thank you so much for an enjoyable and thought provoking session. I feel I have a lot more to learn on this and definitely something I want to develop and do more of. Do not know when I got so much out of a day." Family Support Worker, Home Start NI

