

Coaching Skills for Key Workers

▶ Who will benefit

This programme is designed for key/link workers who are supporting clients in achieving short or long term goals. It will be of particular interest to housing support staff, residential care staff, social workers and health care practitioners.

▶ Rationale

Key/link working provides many challenges for staff who are engaged in supporting vulnerable clients. New skills and approaches are always a welcome addition to the key workers "tool kit". Coaching provides such an addition and its behavioural models and practical skills can be easily integrated within a link working relationship. Coaching is very effective in rapport building, defining goals, action planning, motivating and confidence building all important concerns for the key worker.

▶ Learning Outcome

To provide key/link workers with the knowledge and skills to adopt a coaching approach in their work with clients; building better relationships and improved outcomes.

▶ Methodology

The programme is delivered over three days and in two modules. Module 1 consists of two consecutive days training and Module 2, to be delivered three weeks later, consists of one day.

The programme includes a combination of presentation, demonstration, work books, experiential learning, group exercises, coaching log and peer and triad coaching. 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

"This has been one of the most valuable courses I have been on. A very real way of working that will achieve results." Health Care Practitioner, Northern Health & Social Care Trust.



Institute of
Leadership &
Management

