

# BUILDING YOUR COACHING CAPABILITY

Whether you would like to coach your team more effectively, or are honing your skills as a mentor, there are many ways in which you can build your coaching capability.

*Many people start with one of our three core programs:*

## POWERFUL CONVERSATIONS

Change starts with a conversation. So, if we improve the quality of our everyday conversations, we can make a significant impact on others' practice.

### POWERFUL CONVERSATIONS

enables you to:

- Learn how to lift the quality of your conversations
- Understand how to use Development, Possibility and Impact Conversations
- Use the See-Hear-Speak model to create dialogue which is genuinely two-way, transparent and powerful
- Practice your listening and questioning skills

*This entry level program is delivered as a half day workshop.*

## COACHING CONVERSATIONS

There is no better way to explore the power of coaching than by experiencing a professional coach in action. Our coaches will help bring coaching to life, and get you started as a coach.

### COACHING CONVERSATIONS

enables you to:

- Explore what coaching is and how to use it
- Understand the full range of coaching styles and tap into your natural style
- Practice holding coaching conversations using a practical framework (GROW or iGROW3D)

*Available as 1-2 day workshop or 4 month coaching program for individuals or groups.*

## MINDFUL MENTORING

We know that mentors can make a huge difference but it's a demanding role - offering emotional support, expertise and challenge.

### MINDFUL MENTORING

enables you to:

- Set up a successful mentoring relationship
- Learn how to build rapport, trust and safety
- Understand how and when to share expertise
- Flex your mentoring style to match the need
- Explore some practical exercises you can use with your mentees

*Available as 1-2 day workshop or 5 month personal coaching program.*

*“Great facilitation and great content. The delivery and pace was excellent. Our facilitator tuned into the participants' needs and was able to be flexible in delivering the content.”*

Principal

# FOUNDATION COACHING MODULES

Our Curriculum enables leaders to deepen their coaching practice and expand their coaching toolkit. You can access each module as:

- A half-day workshop @ \$1,800 USD for up to 25 people
- A 90-minute group webinar @ \$450 USD for up to 6 people
- A personal coaching session @ \$210 USD (1 hour session) / \$135 USD (1/2 hour session)

New participants for webinars and personal coaching need to pay a one-off fee of \$70 USD respectively to access learning materials through our online learning platform.

## GIVING AND RECEIVING FEEDBACK

We know that feedback is important, yet many leaders feel under-skilled and unconfident in giving feedback. It can often feel like a tightrope walk, where our anxiety leads to us either 'pussyfooting' around the issue or 'clobbering' the other person.

In this module, you will:

- Understand what traps hold you back from giving feedback
- Explore how to give regular feedback with simple tools such as [www.ebi](http://www.ebi)
- Use the *AFIRM* framework to practise a structured feedback conversation
- Learn how to receive feedback as a gift and integrate it into your own practice

## COMMITTED LISTENING & POWERFUL QUESTIONS

Listening is all about being truly present for the other person. Improving your listening skills can have a massive impact on your effectiveness as a coach or mentor. Simply listening to someone can in itself help them change their state or find a solution.

In this module, you will:

- Realize how distracting your own self talk may be when coaching
- Learn to listen for feelings to get to the heart of an issue
- Explore the power of playback and mirroring the other person
- Improve your questioning, using TED questions, feeling questions and intention questions

## RAPPORT AND STEPPING INTO OTHERS' SHOES

Building rapport is important in a coaching relationship, but most of us find it easier to relate to some people than to others.

How can you really put yourself in another's shoes and develop true empathy for someone who is very different to you?

In this module, you will:

- Explore the nature of empathy and how to bring this into your coaching
- Learn how to win trust, even at a distance or in a new relationship
- Practice a simple four step process to get into another person's shoes and gain new insight from their perspective

## MAKING PEOPLE FEEL SEEN

People have a fundamental need to be seen.

Yet in many relationships we aren't 100% for the other person. We tend to hold judgments around them, the situation or ourselves. To make people feel seen we need to surface these judgments and make positive choices on how we want to act.

In this module, you will:

- Become more aware of the judgments you hold around other people, using the *Presence Triangle*
- Use these insights to help those around you feel better understood and valued
- Learn how to rebuild safety when it is lost, using the *SAFE* process

EACH MODULE IS AVAILABLE AS A HALF-DAY WORKSHOP, 90 MINUTE WEBINAR OR PERSONAL COACHING SESSION

## DEVELOPING TALENT

Many people start their coaching skills training by learning a simple framework for holding a coaching conversation. With the *GROW* model you can help another person to get clear on their Goal, the current Reality, their Options and their Will to move forward and make a change.

In this module, you will:

- Learn how to use the *GROW* model to challenge and stretch others' sense of what they can do or be
- Experience a professional coach modelling *GROW* coaching
- Practise coaching others and get feedback and support with your coaching

*Note that this module is included in our core program, Coaching Conversations.*

## FLEXING YOUR COACHING

We all have coaching styles that come more naturally to us. But different people will need different coaching approaches. Mastery lies in developing all four 'Faces of Coaching' and finding a way to show each that is genuine and natural to you.

In this module, you will:

- Explore the full range of coaching styles – the *Four Faces of Coaching*
- Use the *Push/Pull* and *Skill/Will* models to diagnose your coachee's needs
- Learn how to flex your coaching style for different people and different contexts

*Note that this module is included in our core programs, Coaching Conversations and Mindful Mentoring.*

You may be interested in seeking accreditation on your coaching capability. To become a Coaching Fellow, you need to complete four coaching modules and undertake an accreditation session with our Coach. Advanced Coaching Fellows need to complete eight coaching modules including Flexing Your Coaching, Giving and Receiving Feedback, Creating a Shift in Others, and Empathy and Emotional Intelligence and undertake three accreditation sessions with our Coach.

WE WOULD BE HAPPY TO DISCUSS YOUR NEEDS AND RECOMMEND AN OPTION (OR CREATE A BESPOKE BLENDED LEARNING PROGRAM) TO MEET YOUR NEEDS.

“I really wanted to work on improving my professional conversations and I found the *BTS Spark* tools very memorable and easy to use. You can embed the tools into your normal practice. When I tried them out, I started to get more out of people.

*It's extraordinary to see what happens – they really work!”*

Principal



*BTS SPARK IS THE NOT-FOR-PROFIT EDUCATION PRACTICE OF BTS, A MULTI-AWARD WINNING GLOBAL LEADERSHIP CONSULTANCY. WE ARE PROUD TO SUPPORT OVER 2500 SCHOOL LEADERS AND TEACHERS EVERY YEAR, IN PARTNERSHIP WITH AITSL, LONDON LEADERSHIP STRATEGY, THE INSTITUTE OF EDUCATION UK, AND DEPARTMENTS OF EDUCATION IN VICTORIA, NSW, SA, WA, QUEENSLAND, ACT AND NT*

# ADVANCED COACHING MODULES

## THE IMPACT CONVERSATION: CHALLENGING OTHERS

Leaders often find challenging others especially hard, and many tend to avoid conflict or feel they handle it badly. Yet challenge can build deeper trust and a more open relationship. So, how can you learn to be less afraid of taking a stand, whilst staying open to others' perspectives?

In this module, you will:

- Learn how to take a stand, yet hold your view lightly enough to be open to change
- Explore how to uncover your *Three Truths* and agree a new way forward with the other person
- Use the *Influence Cycle* to plan and rehearse a challenging conversation

## CREATING A SHIFT IN OTHERS

The power of coaching using the GROW model lies in the tension created between the Goal and the current Reality. But to create a true shift, you need to coach your person to consider three dimensions – the attitude shift, the behavior change and the desired impact.

In this module, you will:

- Improve your coaching using iGROW3D
- Understand how to support 3D goal setting using the ABIR framework
- Observe a live demo of iGROW3D coaching and then have a go yourself
- Learn how to help others commit to experiments that move them into their stretch zone

## TELLING MOVING STORIES

Good storytellers move the world – they share their wisdom and they inspire us. So, what lies at the heart of effective storytelling? In our experience coaches and mentors who are great storytellers are able to be vulnerable, they speak from the heart without worrying about what others will think.

In this module, you will:

- Learn how to speak from the heart and use your vulnerability to inspire others
- Understand how good stories connect with what is important to the storyteller and the audience
- Prepare and rehearse a story, and get honest feedback from others on its impact

## BREAKING THROUGH IN RELATIONSHIPS

You may feel confident coaching most people, but find it hard to get through to a few individuals. You may find them prickly, defensive or simply insecure. How do you go about coaching in this context? How can you create trust and break through a relationship dynamic that feels stuck?

In this module, you will:

- Understand how issues of trust and power get in the way of effective relationships
- Explore the *Six Relationship Mindtraps* that can undermine relationships
- Learn how to shift the dynamic in a tricky relationship by changing the way you respond

## EMPATHY AND EMOTIONAL INTELLIGENCE

Many people are more comfortable coaching people on practical problems than helping them with their feelings. Yet you can create much stronger connection (and loyalty) if you can find a way of recognizing and embracing others' emotions. And they in turn will learn to open up and be more honest with you about how they are feeling.

In this module, you will:

- Explore the Four Levels of Listening model
- Learn to listen for feelings and values
- Understand emotional flooding and how to respond
- Become more comfortable building emotional connection with others

## SUPERVISION FOR COACHES & MENTORS

If you are regularly coaching or mentoring others, you may find it really helpful to get support from a professional coach supervisor. (Indeed, such supervision is widely considered to be an industry standard.)

Supervision sessions are flexible and open for you to use in multiple ways. You can:

- Unpick a tricky coaching relationship and get advice on how to move forward
- Reflect on your coaching practice and discuss how you handled particular conversations
- Get clear on how you want to grow as a coach
- Access emotional support to refresh and recharge