**‘Coaching aims to enhance the performance and learning ability of others. It involves providing feedback; it uses other techniques such as motivation, effective questioning and listening, and consciously adapting your style to suit the needs of the individual and the task you are coaching them in. It is based on helping the individual to help themselves through dynamic interaction – it does not rely on a one-way flow of telling and instruction’ – *Miles Downey***

**Role of the Coach**

* **Be involved**
* **Be accessible**
* **Champion coaching & performance management**
* **Build your skills**

**Coaching Process**

1. **Listen, observe, evaluate**
2. **Identify opportunity for improvement**
3. **Cushion**
4. **Correct, reinforce, develop**
5. **Reward**

Achieve New Levels of Performance

Practice With Coaching

Understand Techniques and Process

* Need to
* Want To
* Can Do
* Will Do

**Basic Coaching Techniques**

1. **Ask questions to participants to clarify, add details,**
2. **Avoid irrelevant questions that can change direction and lead to confusion**
3. **Extending praise whenever required**
4. **Use silent body language or signals to encourage a discussion**
5. **Demonstrate for them, with them**
6. **Involve them**
7. **Coach them outside the class**

**Questions to ask while coaching:**

|  |  |
| --- | --- |
| Goal | * + What is the goal that you want to achieve in relation to the topic?   + What outcome are you seeking by the end of this session?   + How far do you want to get in this session?   + What is your long term goal here?   + What intermediate steps can you identify towards your goal, and what are the time scales? |
| Reality | * + What is the present situation in more detail?   + What have you done so far towards your goals?   + What has stopped you from achieving more?   + What resources do you have? |
| Options | * + What could you do?   + If you knew you could do anything, what would you do?   + What are the advantages/disadvantages of each of these in turn?   + Which one would you choose?   + Which one inspires you most? |
| Way Forward | * + What do you think is the way forward now that you’ve explored all options?   + What are the timeframes?   + How frequently would you like to meet to review your progress?   + What more can I do to help you achieve your goals? |