



Executive Summary

A half day Coaching Conversations workshop, in collaboration with Open Forum Events and The Studio. The CPD-certified workshop, was designed for senior leaders to utilise a coaching style and have more productive conversations with their teams.

Andrea Goodridge facilitated the workshop.



Challenges

The senior leaders shared their frustrations around a lack of quality time out to think, managing perceived 'difficult' or unmotivated staff, and staff not taking ownership of their actions.

The workshop objectives were to:

- Understand how coaching supports performance and maximises potential
- Identify opportunities to have coaching conversations with staff
- Implement questions to help staff take responsibility for their actions and solve problems within the workplace more easily
- Use coaching skills in everyday conversations at work
- Plan and prepare for delivering coaching success



How the workshop helped

The half-day workshop introduced the leaders to coaching definitions, skills and frameworks; and provided them with the tools to have coaching conversations with their staff. A key part of the event was 'having a go' at a coaching conversation, enabling participants to practice their skills, and be coached by a peer.

Feedback showed the practice sessions proved beneficial for the leaders to focus on themselves and their leadership; explore staffing challenges; challenge their own thinking and perceptions; and take away actions for positive change.



Results

- Increased self-awareness and confidence
- Acknowledgement of value of taking time out to reflect on personal practice, and receive positive feedback
- Enhanced listening, communication and questioning skills
- Practical tips, and support from people in similar situations
- Improved motivation to implement back in the workplace



Quotes

"Well structured, its better when there is a smaller group, more interactive"

"Great tips and suggestions made, would recommend it to work colleagues"

"Today gave me the insight to tackle some issues. Wish it was a full day!"

"Excellent. Good pace. Learnt a lot in a limited time"

"Good food for thought"

"Really enjoyed the session, time to reflect and practical tips"

"Informative and useful slides. I feel more organised in half a day on how to approach team / staff issues"