

C*O*A*C*H

ilm Level 5 Certificate in Effective Coaching & Mentoring with Leaderful Action

C*O*A*C*H: Confident, qualified coaches capable of making an immediate impact * Optimised individual and organisational performance * Accelerated achievement - get visible results fast * Collective intelligence - use the support and skills of other coaches to excel * Harness skills, methods and insights that support the development of coaches and a coaching culture in your organisation

C*O*A*C*H is an accredited programme for managers, leaders and those who are responsible for developing and collaborating with others, as part of their daily role. It is also suited to those who wish to move into a role as a facilitator, coach or mentor, within an organisation or as a freelancer.

Module One The Essentials

The What, Why and How of Coaching

- Define what coaching is and isn't
- Explain the potential of coaching in meeting the challenges of a modern organisation
- Understand and practise the principles of coaching and mentoring conversations
- Use the GROW and OSCAR models to progress goals

Module Two Professional Practice

Values, Beliefs and Behaviours; ethics and contracting; setting goals and making progress

- Identify individual core values and how these influence practice
- Coach and mentor from an ethical and influential position
- Design and use coaching contracts and manage boundaries
- Work with the coachee's agenda and perspective
- Set effective goals that provide a sound basis for progress

Module Three Confident Coaching

Practice, Feedback and Reflection and Planning - practical session

- Further practise and refine coaching skills - extended coaching practice
- Use the perceptual positions techniques to develop self-awareness, empathy and objectivity
- Understand the requirements of the ilm qualification and support provision

Coaching Triads - peer coaching, at least 1 hour per session

Principles
&
Practice

Skills
Focus

Module Four Making Change Happen

Making Progress and Overcoming Barriers

- Identify barriers to change in individuals and ways to achieve sustained behavioural change
- Provide challenge and give feedback
- Identify operational and organisational barriers and strategies for minimising or overcoming these and providing effective, integrated coaching
- Action plan for commitment and goal achievement

Module Five Impact and CPD

Evaluating Impact and Reflective Practice

- The role of reflective practice and feedback in coaching and mentoring
- Reflect on own coaching skills and plan for development where needed
- Evaluate the role of supervision in maintaining and improving professional practice
- Identify how the impact and benefits of coaching can be measured and shared

Supervision Session 1 Expert Input and Action Learning

Peer Supervision and Extended Practice

- Extended 'deep dive' session on current theory and its use
- Use action learning sets to provide peer supervision - focus on values
- Build trust within the group and within the coaching relationship
- Clarify requirements and format for the next assignment

Supervision Session 2 Expert Input and Action Learning

Peer Supervision and Extended Practice

- Extended 'deep dive' session on current theory and its use
- Use action learning sets to provide peer supervision - focus on use of tools/techniques
- Continue to build trust within the group and within the coaching relationship

Supervision Session 3 Expert Input and Action Learning

Peer Supervision and Extended Practice

- Extended 'deep dive' session on current theory and its use
- Use action learning sets to provide peer supervision - focus on overcoming barriers
- Continue to build trust within the group and within the coaching relationship

Coaching
Triads

Results,
Reflection
&
Review

Completion and evaluation of programme
and assessments, signpost CPD, evaluate
impact

The C*O*A*C*H Programme 2022

Event	Detail	Duration	Additional Details
Programme Launch	Introduction to Your Programme and Qualification	90 mins	<p>C*O*A*C*H is a blended virtual programme, with pre-recorded video (webinar) content alongside live, face-to-face sessions* allowing you to put your learning into action...</p> <p>*Subject to Covid 19 Guidance / AM Sessions 09:30-13:00 Session Venue TBC</p>
Module 1 - The Essentials	Pre-recorded webinar module available via Leaderful Action LMS	60 mins	
	Live Session (to include 1 hour guided practice in coaching triads)	3.5 hours	
Module 2 - Professional Practice	Pre-recorded webinar module available via Leaderful Action LMS	60 mins	
	Live Session (to include 1 hour guided practice in coaching triads)	3.5 hours	
Module 3 - Confident Coaching	Pre-recorded webinar module available via Leaderful Action LMS	60 mins	
	Live Session (to include 1 hour guided practice in coaching triads)	3.5 hours	
Module 4 - Making Change Happen	Pre-recorded webinar module available via Leaderful Action LMS	60 mins	
	Live Session (to include 1 hour guided practice in coaching triads)	3.5 hours	
Module 5 - Evaluating Impact	Pre-recorded webinar module available via Leaderful Action LMS	60 mins	
	Live Session (to include 1 hour guided practice in coaching triads)	3.5 hours	
Group Supervision	Action Learning Set 1 - peer supervision and support for report/portfolio/review	Half day per set	
Group Supervision	Action Learning Set 2 - peer supervision and support for report/portfolio/review	Half day per set	
Group Supervision	Action Learning Set 3 - peer supervision and support for report/portfolio/review	Half day per set	

Programme Close	An opportunity to reflect back on your learning and celebrate your growth	90 minutes	
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Investment per participant : Contact us for pricing information

- Option to include an individual Insights® Discovery profile and 1:1 feedback session for an additional fee
- Inclusive of ilm registration, assessment and certification fees
- With an exclusive programme area for participants on our LMS (Learner Management System) for reference, discussions and assignment support
- Prices are exclusive of VAT
- With a 10% discount for charities
- Option to run an exclusive programme for organisations who have 8 or more participants (available at a discounted rate subject to agreement)

Qualification and Assessment

Upon the successful completion of this programme participants will be awarded the ilm Level 5 Certificate in Effective Coaching and Mentoring. Delegates will undertake three mandatory units, totalling 16 credits, and will be assessed via the submission work-based assignment, a coaching practice portfolio (including evidence of 18 hours of coaching practice) and a reflective review.

Testimonials

“I completed the ILM Level 5 Coaching and Mentoring Qualification through Leaderful Action. Since completing this qualification, I have had a number of coaching sessions in the workplace working with staff members of different ranks and roles all with different challenges and goals. I have gained in confidence and experience and thoroughly enjoy having this new skill and tool to assist others.

The skills and knowledge I gained as part of the Leaderful Action ILM delivery have been paramount to this and I would absolutely recommend this qualification to anyone with an inherent desire to develop and help others. I am looking forward to providing more coaching and also developing myself further in this particular area of work” **Inspector Lysha Thompson, Gwent Police**

“Allison was excellent, I felt inspired and motivated at all times. She was also readily available when I needed advice and support outside the teaching sessions.” **Angela Palfrey, Senior Workforce Business Partner, Aneurin Bevan Health Board**

The overall average evaluation score (across 8 sessions) from our participants on the last completed cohort was 99%.



Facilitator - Jane Baker

Jane is a resourceful, highly motivated management & performance coach and ilm trainer with a vast understanding of working within the commercial sector. Experienced at enhancing organizational and individual performance with a focus on goal setting and results. A confident, enthusiastic and outgoing individual, with an empathic approach, facilitating both individual and teams to identify development needs and take ownership of solutions. Accredited facilitator for Emotions and Behaviour at Work, ILM 72 and DISC psychometric profiling. Short listed 2017 for "Executive Coach of the Year" with the International Coaching Academy WINNER of National Mentor of the Year 2019 and Business Wales Mentor of the Year 2019. In her role as a management coaching and business she works with a variety of companies and individuals for:

- Business and Executive Coaching with a diverse SME's market sector
- One to one and team performance management coaching
- ILM training, - design and delivery and IV of ILM management courses
- Stress management and work/life balance training.
- Career coaching and development
- Team Building
- Arbitration and conflict resolution

Jane is also an NLP practitioner (Master) and coach

Further Information and Next Steps

Please contact us with any questions you may have, however big or small. We believe this is an excellent opportunity for organisations to upskill their managers and experience the benefits of self-directed learning, enhanced skills and impactful plans for the future. Obviously, we'd like to share our thinking with you! We'd also be happy to put you in touch with previous participants and/or provide some feedback on their experiences of earlier programmes.

By email admin@leaderfulaction.com

By phone 01633 881061

You can visit our website too at www.LeaderfulAction.com - [All you need to know](#)