

LEARNING OUTCOMES

Students will understand how to:

- Follow ethical guidelines and professional standards
- Establish a coaching agreement
- Establish and maintain a professional coaching relationship

LCA.corecomp2

1.1	Demonstrate an understanding of coaching ethics and the Coaching Academy Code of Conduct.
1.2	Understand the distinction between coaching, consulting, mentoring, therapy and other forms of personal support.
1.3	Recognise when to refer clients to other professionals
2.1	Explain and establish a working relationship with a new client in a practical situation.
2.2	Establish a coaching agreement to include terms and conditions of the coach/client contract.
2.3	Clarify and evaluate the role of the coach and client and clearly define the boundaries of the relationship.
3.1	Demonstrate the need to show genuine concern for the client's welfare and development.
3.2	Know how to manage time and pace the client during a coaching session.
3.3	Recognise the need to demonstrate integrity, honesty and sincerity during the coaching process.
3.4	Understand how to analyse each clients preferred thinking styles.
3.5	Understand how to support and encourage the client to stretch their comfort zone and empower the client to take responsibility for issues and challenges,
3.6	Demonstrate an ethical approach to exploring ideas of sensitivity by seeking permission from the client.
3.7	State their personal coaching philosophy and reflect and evaluate the beliefs that support them.
3.8	Explain and evaluate the concept of rapport building.
4.1	Understand how to use effective listening skills to remain focused on the client's needs.
4.2	Demonstrate an awareness of the flexibility of coaching and understand a range of strategies for keeping clients on track, focused and moving forwards.
4.3	Understand how to remain detached from the client's issues and emotions, and to focus on the desires and outcomes expressed by the client.

LEARNING OUTCOMES

Students will understand how to:

- Listen actively to the client focusing on the explicit and implicit messages from the client
- Question the client effectively to enable him/her to develop a strategy to positively move forwards
- Communicate effectively during the coaching session and demonstrate an awareness of the impact of language on the coaching process

1.1	Work effectively with the client's agenda.
1.2	Analyse the client's communication to interpret goals and values and beliefs and to determine areas of commitment and sensitivity.
1.3	Evaluate the clients communication by establishing good rapport and interpreting the true meaning of the words in relation to the tone of voice.
1.4	Feedback to the client, establishing clarity over statements and demonstrating communication strategies that include summarising, paraphrasing and mirroring techniques.
1.5	Evaluate and encourage the client to explore his/her position in relation to particular beliefs and values.
1.6	Remain non-judgmental throughout the coaching process and enable the client to move on.
2.1	Ask questions that reflect active listening skills.
2.2	Formulate questions that encourage insight, commitment or action and challenge the client's current level of thinking.
2.3	Ask questions that are open-ended, create greater clarity and enable the client to be proactive in moving towards his/her goals.
3.1	Give client's clear and focused feedback.
3.2	Evaluate the client's communication and reframe this to ensure communication is clear and meaningful in terms of intended outcomes.
3.3	State objectives and share intended outcomes of activities, between sessions.

LEARNING OUTCOMES

Students will understand how to:

- Evaluate and differentiate multiple sources of communication presented by the client
- Facilitate desired outcomes by following the G>R>O>W model of coaching
- Provide appropriate challenges for the client to stretch beyond their comfort zones in order to reach desired performance levels
- Encourage increasing responsibility by holding clients accountable for their actions

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1.1	Assess the client’s communication to evaluate the real issues presented.
1.2	Support the client in the evaluation of current thinking patterns and facilitate changes in perceptions and attitudes.
1.3	Help clients to identify strengths and areas for growth.
2.1	Enable clients to establish clear, positively framed goals that match to the client’s values.
2.2	Facilitate the client to consider the reality of the situation in more detail.
2.3	Explore options to facilitate solutions that are directed by the client.
2.4	Empower the client to make judgements based upon a greater awareness of their potential for change.
2.5	Enable the client to make appropriate judgements about the options identified.
2.6	Evaluate and support the client’s growing awareness and appreciate the role of the coach in support of individual personal development.
2.7	Facilitate the client in establishing ways to measure desired outcomes or objectives.
3.1	Develop an appropriate action plan with the client, which chunks learning into manageable parts.
3.2	Demonstrate knowledge of and the ability to evaluate progress towards desired goals by enabling the client to reflect on the desired outcome.
3.3	Promote self-discipline in the client by holding the client accountable for agreed actions.
3.4	Positively challenge the client when he/she does not carry out agreed actions.
3.5	Evaluate the information obtained from the client during a coaching session to: <ul style="list-style-type: none"> • Prepare for future sessions • Support the client to realise that progress is being made • Keep the client focused and on track
4.1	Facilitate the client to make commitments to agreed outcomes and future personal development.