

## An introduction to coaching

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<b>Date</b>	21 July 2019	<b>Time</b>	10.00am – 4.45pm
<b>Venue</b>	Madingley Hall Madingley Cambridge		
<b>Tutor</b>	Dr Gillian Stevens	<b>Course code</b>	1819NDX063

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### Tutor biographies

Gill works as an Associate Professor at the Asian Institute of Management (AIM) in Manila, in the Philippines and is a Director of a Talent & Leadership Development Consultancy in the UK, specialising in Leadership Development, Design Thinking and Coaching. She is part of the tutor delivery team for the ICE Certificate and Diploma in Coaching. In her role at AIM she teaches subjects within the disciplines of Human Behaviour in Organizations and Design Thinking: a human-centred approach to complex problem-solving. In the UK she specializes in Coaching and Design Thinking as a tool to assist the innovation process.

Gill is currently collaborating on a research project that is exploring the connection between Leadership behaviour and Innovation Performance.

Gill's teaching style is inclusive, collaborative and facilitative. She believes that student-centred learning, experiential learning and collaboration can achieve great results for individuals and organizations alike.

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**Programme:**

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09:30	Terrace bar open for pre-course tea/ coffee
10:00 – 11.15	<b>What is Coaching?</b> <i>Principles &amp; Contexts Impact – how can/might coaching help me? Exploration of delegate goals for and expectations of coaching</i>
11.15	Coffee
11:45 – 13:00	<b>Coaching in Practice</b> <i>Models of coaching practice. Skills of coaching – the power of questions, building rapport, listening. Delegate coaching practice</i>
13:00	Lunch
14:00 – 15:15	<b>Coaching Tools</b> – <i>exploring a range of practical coaching tools and their application</i>
15:15	Tea
15:30 – 16:45	<b>Coaching Practice</b> – <i>applying learning from the day and giving and receiving feedback. Personal Action Planning</i>
16:45	Day school ends

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## Course syllabus

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### **Aims:**

This course aims to provide:

- An introduction to coaching as an approach to developing people
- An understanding of the nature and practice of coaching
- An opportunity to experience and practice key coaching skills

### **Content:**

Coaching is an increasingly popular and widely used approach to developing people in their working and personal lives. The workshops will cover what coaching is as an approach, creating a coaching relationship, building rapport, demonstrating empathy, setting clear goals, asking great questions, actively listening, establishing accountability and providing feedback. Delegates will be provided with some tools and templates to try.

### **Presentation of the course:**

This will be a highly interactive course and delegates will be expected to share experiences in discussions and take part in practical role play and scenario based activities. The focus will be on organisational and life coaching scenarios rather than sports coaching.

**As a result of the course, within the constraints of the time available, students should be able to:**

- Understand and explain what coaching is as an approach to people development
- Apply key skills and techniques of coaching in their own people interactions
- Understand and apply a simple structure for coaching conversations

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## Reading and resources list

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Listed below are a number of texts that might be of interest for future reference, but do not need to be bought (or consulted) for the course.

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Author	Title	Publisher and date
Whitmore, J.	Coaching for Performance	Nicholas Brealey 2009
Starr, J.	The Coaching Manual	Pearson 2010

*N.B. there are many good coaching books out there covering business and life coaching. Delegates are encouraged to search, select and read any of these that take their interest.*

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## Additional information

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### Venue

Details of how to find Madingley Hall can be found on our website:  
<http://www.ice.cam.ac.uk/who-we-are/how-to-find-the-institute>

### Refreshments

Tea and coffee and lunch will be provided. If you have any specific dietary requirements or allergies and have not already advised us, please inform our Admissions Team on [ice.admissions@ice.cam.ac.uk](mailto:ice.admissions@ice.cam.ac.uk) or +44 (0)1223 746262.

**Note** Students of the Institute of Continuing Education are entitled to 20% discount on books published by Cambridge University Press (CUP) which are purchased at the Press bookshop, 1 Trinity Street, Cambridge (Mon-Sat 9am – 5:30pm, Sun 11am – 5pm). A letter or email confirming acceptance on to a current Institute course should be taken as evidence of enrolment.

*Information correct as of:* 19 December 2018