

## Coaching Skills for Managers: Online Short Course Provisional Course Schedule August 2024

### (a) Welcome and Orientation Monday 05 August 2024

This is a self-study session on Open Learning at the beginning of the course to help you navigate your studies at SACAP. Its purpose is to:

1. Welcome you to SACAP
2. Orientate you to your course and its course outline
3. Introduce you to the team
4. Familiarise you with Open Learning
5. Let you know how to access the e-library and online journals

### Week 1: Session 1: Introduction to Coaching Skills for Managers

Explore what coaching is, the different types, and its purpose in a workplace context with an emphasis on the importance of psychological mindedness in coaching.

**Online Interactive Class 1: Wednesday, 07 August, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 2:** Monday 12 August 2024 – Sunday 18 August 2024

### Session 2: Change Principles: NeuroScience Approach, Positive Psychology Approach, The GROW Model

Exploring principles of change; The neuroscience approach - basic principles of how the brain works. Explore key concepts from positive psychology and how to apply them in coaching conversations, using the GROW model as a practical example of how to structure a coaching conversation.

**Online Interactive Class 2: Wednesday, 14 August, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 3:** Monday 19 August 2024 – Sunday 25 August 2024

### Session 3: Coaching Skills Introduction Session

Understand the range of coaching skills as delineated by International Coaching Federation (ICF) Explore how these flow within a coaching conversation to enhance awareness and learning towards positive change. Beginning with the purpose of coaching in mind. Observed Session mind setting and preparation commences.

**Online Interactive Class 3: Wednesday, 21 August, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 4:** Monday 26 August 2024 – Sunday 01 September 2024

### Session 4: Demonstrating Ethical Practice, Embodying a Coaching Mindset

Follow applicable ICF guidelines and code of ethics – in particular, in relations to internal coaching and working with multiple stakeholders. Embodying the values and stance of a coach as a partner in change – how to integrate this with other workplace roles; e.g. managerial, HR business partner.



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**Online Interactive Class 4: Wednesday, 28 August, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 5:** Monday 02 September 2024 – Sunday 08 September 2024

**Session 5: Co-creating the Relationship: Part 1: Establishing and Maintaining Agreement, Cultivates Trust & Safety and Maintains Coaching Presence**

Focus on how to reach an agreement with the coachee and sponsors; specific parameters of a coaching relationship when working with an individual vs a team, including the overlap and departure points between management and coaching. Coaching agreement and third party contracting.

**Online Interactive Class 5: Wednesday, 04 September, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 6:** Monday 09 September 2024 – Sunday 15 September 2024

**Session 6: Co-creating the Relationship: Part 2: Establishing and Maintaining Agreement, Cultivates Trust & Safety and Maintains Coaching Presence**

Focus on demonstrating personal integrity and respect for client's perceptions, learning style and personal ways of being. Embodying a coaching mindset through your curiosity, flexibility and other person-centredness. Being aware of, and managing own emotions and any judgement pertaining to a coachee's and/ or sponsors' situation. Become more open, flexible, present and engaged. How to establish agreed upon signs of progress and detectable measures outcomes that benefit the coachee and their workplace.

**Online Interactive Class 6: Wednesday, 11 September, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 7:** Monday 16 September 2024 – Sunday 22 September 2024

**Session 7: Communicating Effectively: Listens Actively and Evokes Awareness**

Gain the ability to listen with empathy and an awareness of the coachee's use of language. How to distinguish between words, tone of voice and other non-verbal cues. How to ask powerful questions and offer observations that evoke awareness of new possibilities and learning for the coachee. Explore how to articulate observations constructively, and acknowledge the coachee's self-expression to support learning within the context of their workplace realities. Using metaphor and analogy to paint vivid pictures of possibility that inspire or prompt action. Inviting the coachee to identify assumptions, underlying concerns, personal or cultural influences, perceptions, strengths and areas for learning and growth. Noticing areas that the coachee may need to be invited to expand in, and areas of progress – all aligned to the goals set.

**Online Interactive Class 7: Wednesday, 18 September, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 8:** Monday 23 September 2024 – Sunday 29 September 2024

**Session 08: Cultivating Learning & Growth**

Partners with the coachee to transform awareness and learning into insights and action. Promoting client autonomy in the coaching process while bearing in mind workplace stakeholders. Learning how to invite the coachee to explore progress made towards goals set, design actions that allow the coachee to use the



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new learning to move forward, support the coachee in designing best methods for managing progress and accountability – all done from a partnering rather than a managerial stance. Demonstrating respect for how environmental, internal factors and interpersonal influence behaviour and performance.

**Online Interactive Class 8: Wednesday, 25 September, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 9:** Monday 30 September 2024 – Sunday 06 October 2024

**Session 9: Coaching Conversation Practice and Feedback**

Working in pairs/ trios to connect the dots to conduct a progress-oriented coaching conversation. Giving and receiving feedback using the UCCs. Exploring topics relevant to participants, e.g. the coachee who cannot imagine/ identify a goal – responds with “I don’t know”; the coachee who is great on insight but poor on taking action – “I know what to do, but I don’t/ can’t do it”.

**Online Interactive Class 9: Wednesday, 02 October, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 10:** Monday 07 October 2024 – Sunday 13 October 2024

**Session 10: Observed Session Reflection: Group Reflection & Feedforward Session**

Reflecting on demonstration of coaching skills and sharing post-observed session feedback as peer assessment groups. ICF Mentor Coach facilitation of group discussion, reflection and questioned answered regarding effective demonstration of ICF competencies. Focusing on forward movement since observed session 1. Identifying 1 – 3 developmental edges to focus on and developing an action plane of how to action these in peer group and/ or workplace conversations.

**Online Interactive Class 10: Wednesday, 09 October, 18:00 – 21:00 (GMT+2:00) South African Standard Time**

**Week 11:** Monday 14 October 2024 – Sunday 20 October 2024

**Session 11: Working with Individuals in the context of Teams**

An overview of similarities and differences between individual and team coaching conversations. Re-visiting the ICF individual and team coaching core competencies. Supporting coachees’ whose topic is related to managing a team or other interactional workplace conversations.

**Online Interactive Class 11: Wednesday, 16 October, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

**Week 12:** Monday 21 October 2024 – Sunday 27 October 2024

**Session 12: Wrap Up – Continuing developing quality in coaching knowledge and skills**

Final group-based reflection of coaching training experience, feedforward session based on observed sessions. Design own coaching roadmap and plan of action.

**Online Interactive Class 12: Wednesday, 23 October, 18:00 – 20:00 (GMT+2:00) South African Standard Time**

