



Develop your coaching skills to improve colleague performance

Adopt a coaching style to improve colleague engagement, performance and development

Sue Owens, Leadership and OD Consultant, talks about the value to managers of adopting a coaching style.

Do you want to help others be better at what they do?

Research has shown that the benefits of coaching are many; one study found that 80% of people who receive coaching reported increased self-confidence, and over 70% benefited from improved work performance, relationships, and more effective communication skills (*source: International Coaching Federation 2009*).

We now know that leaders who are able to adopt a coaching style improve colleague engagement, performance and development. And because these leaders invest in their colleagues' development they not only experience the long term benefits associated with improved performance, for their service, they also have the personal satisfaction of seeing someone grow in confidence and ability.

It's for these reasons we are keen to help leaders in Virgin Care develop the skills associated with a coaching style

Leader as coach is a **new one-day workshop** designed to help you have coaching conversations: ones where you give less advice, listen more and help others find their own solution. These could range from a quick question you're asked whilst grabbing a cup of coffee, to an in depth discussion about a challenge someone may be struggling with.

These skills can be used daily as well as in your one-to-ones and biannual appraisals. You may also find them useful with family and friends!

Those who've already attended have come from a variety of backgrounds: line managers, clinical leads, project managers to name but a few.

Jo Tomkinson, Senior Project Manager said: “The course was really useful. I didn’t have much understanding how to coach before I attended and I came away with the ability to recognise coaching opportunities and how to effectively have those conversations. The day got me to understand how to help people, help themselves”.

Karen Inns, Operational Lead, Community Nursing & Rapid Response Nursing DGS, North Kent Business Unit, said: “The course made me reflect on how much advice I tend to give; I now see the benefits of listening more and asking questions instead. In this way, I hope to help my direct reports develop and take ownership of the solution, empowering them rather than perpetuating dependence”.