

Course Outline

Objectives:

- Enable attendees to understand and experience how to adapt their communication skills to use in the civilian/commercial world
- Enable attendees to increase their performance through improved communication effectiveness
- Learn and experience some commercial networking and career guidance

Desired Outcomes for Attendees:

- Increased communication effectiveness and confidence
- Increased communication flexibility - how to empower rather than 'tell'
- Greater awareness of self and others - what is important and how decisions are made – and how to influence and convince
- The knowledge and experience of a extremely simple and powerful model to structure any communication transaction

Day 1	Day 2
Introduction & Frames – Elicit Objectives	Building Rapport
What is Coaching?	Questioning Skills
The TGROW Coaching Model	Questioning Exercise
Coaching Competencies	Changing Beliefs
Goal Setting	Using Coaching for Feedback
Values - Motivation	Practice Session & Individual Feedback
Listening Skills	Flexi - Wrap Up
Recap & Discussion	Individual Feedback

