






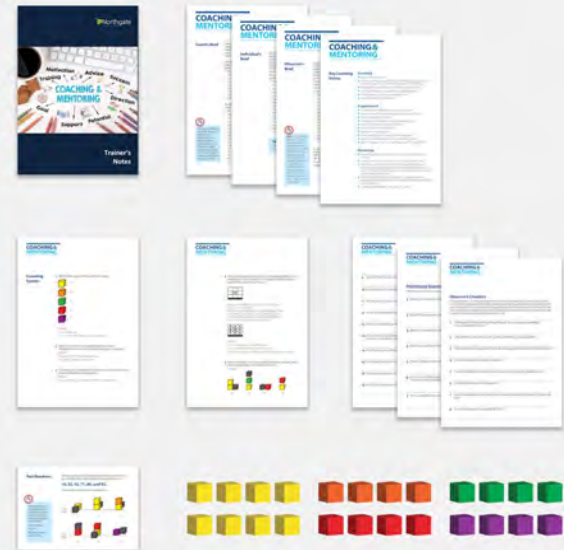


Coaching and Mentoring

FACTSHEET

The role of a coach is to guide, support and encourage – simply ‘telling’ doesn’t always help in the long run. But it’s not that easy!

-  1 hour + debrief
-  3-12 (up to 4 teams of 3 per team)
-  For staff at any level
-  No computer required
-  495 ex VAT



Learning objectives

- stresses that the key role of the coach is to uncover and guide
- stresses that coaching is not about all-knowing, telling gurus
- provides a coaching situation in which to practise coaching skills: listening, questioning, patience and choosing words carefully
- illustrates the importance of creating a self-discovery scenario
- identifies the need to ‘read’ the person being coached

About the activity

A common fault of would-be coaches is to ‘know’ what needs to be done and then ‘tell’ a person how. In fact a good coach uses more subtle skills: the ability to listen, show empathy and not be judgmental. A coach is not an all-knowing ‘expert’.

In this activity, carried out in groups of three people per group, one person is coached in a unique but simple counting system that uses wooden blocks (including ‘invisible’ black blocks!). A second person, acting as coach, is there to help but under strict guidelines. He/she, for example, cannot touch the blocks. A third person, the observer, checks that rules are followed and notes what happens.

Can the coach actually keep their hands off the blocks, perform a true coaching role and guide the person to a full understanding of the counting system? To many people, coaching doesn’t come naturally, but it’s easier once you know how!

Pack contents

- Trainer’s Notes
- Coach’s Brief
- Individual’s Brief
- Observer’s Brief
- Observer’s Form
- Test Numbers Card
- Set of Wood Cubes
- Useful Coaching Questions
- Key Learning Points
- Part 2 - Coach’s Brief
- Part 2 - Individual’s Brief

This activity is for face-to-face training. It is supplied as a hard copy pack & the digital files are supplied via the Northgate Trainerhub.

Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 12 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Ideally suited to

Illustrating the main principles of coaching and the need for the coach to take a **back**, rather than a **front**, seat.

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Customer reviews

” I used Northgate’s Coaching and Mentoring Training Activity with the wooden cubes for the first time yesterday. It was very *successful* and really emphasised the benefits of coaching. The course participants *loved* it.
Donna Craig, Learning & Development Consultant, UK & Ireland, DFDS

” I *love* this activity. It perfectly balances the need to know if someone is being trained, coached or mentored and the challenges that come with trying it for the first time. So difficult to *not* give direct answers on this which is a *great practical activity*. Have run it with up to 24 before (2 sets), and worked really well. I have participants who talk to me months later still having nightmares about invisible black blocks! A *great* learning experience with some fun along the way.
Lisa Gritton, Head of Talent & Development, Nobia UK



Trainer’s role (full guidance supplied in Trainer’s Notes)

- Divide the group into threes - a coach, an individual to be coached (a coachee) and an observer. With odd numbers drop the observer.
- Before the coaching session starts ask all coaches to form one group, all coachees a second group and all the observers a third.
- Issue each group with the appropriate Brief. Allow time to read, discuss and plan for their particular roles in the coaching session.
- Re-form in groups of three - coach, coachee, observer and begin the coaching session. Allow 30 - 40 minutes.
- Near the end give each observer a Test Numbers card to test the success of the coaching session.
- Form the groups back into plenary and discuss what happened in each coaching session. List the key learning that emerged.
- Issue the Key Points Handout to consolidate the learning.

Northgate says...

A challenging activity that illustrates some key points about coaching. It allows participants to gain insights into themselves - and see that a good coach, rather than **telling** people what they **should** do - questions, listens, nurtures and empowers.

Ordering is easy!

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Northgate customers

