

# A MasterClass in “Coaching Skills for **Front Line Managers**”

**(One Day)**

“Each person holds so much power within themselves that needs to be let out. Sometimes they just need a little nudge, a little direction, a little support, a little coaching, and the greatest things can happen.”

**Pete Carroll**



Nick Bishop Solutions

# Coaching is all about creating improvements in performance by turning the things people do into learning situations, in a planned way and under guidance.

It's helping someone perform a skill or solve a problem better than they would otherwise have been able to, in the area where continuous improvement is always necessary.

## Learning is about four things

- Being "Inspired" and wanting to change
- Accepting what has to change
- Realising why it has to change
- Discovering how to make the change

The learnings will be developed using RAIL (Reflect/Analyse/Implement/Learn). This will give all attendees a simple way of implementing all learnings following the MasterClass.

## One Day MasterClass Programme

Understanding the concept of human potential

For any programme to work, it is vital that all delegates have a simple understanding of how the mind works and to thus believe that we all have limitless potential.

## What is Coaching

Coaching explained...The reality and the role explained in a way that all understand.

## Why Coaching works

Creating the "buy in" with examples that all delegates will understand and want to achieve.



## The methodologies explained

- GROW Model
- ORCE
- Step Change Coaching

## Creating a structured session

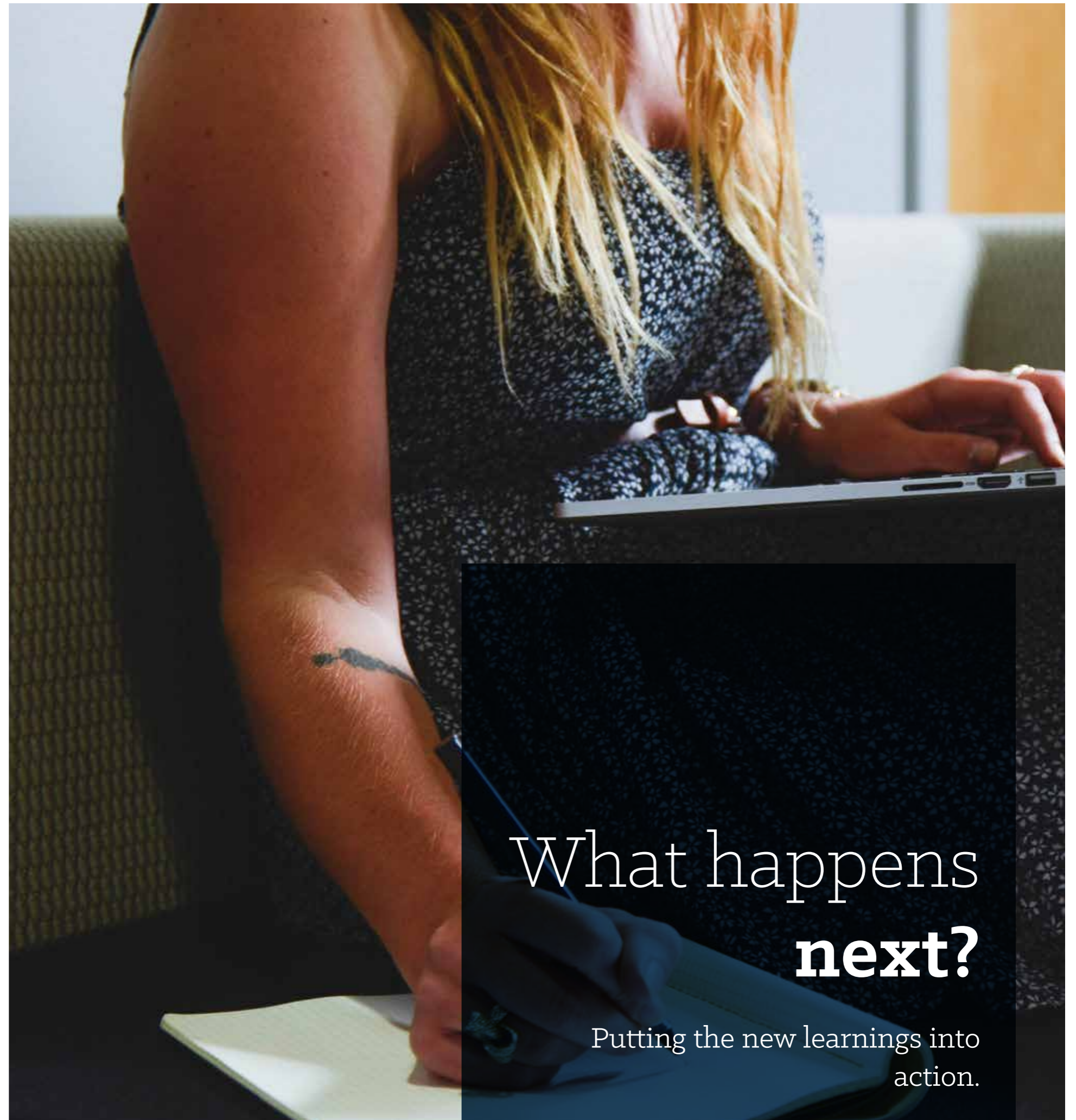
- The key elements to any coaching session

## Understanding the skills needed

- Communication Skills
- Building Rapport
- Building Trust
- Giving feedback
- Follow up

## Coaching Guidelines

- Simple tips to get off to a “winning start”



What happens  
**next?**

Putting the new learnings into  
action.

# Who should attend this MasterClass?

Anyone who as part of their role, carries out coaching sessions and wants to become a better coach. By understanding the real methodologies behind “coaching”, attendees will understand how coaching really works, how to communicate better and how to leave those being coached feeling more motivated to tackle their personal challenges.

## Meet your MasterClass host



### Host & Facilitator: Nick Bishop

“Nick Bishop is brilliant and smart .He knows his work and is a good speaker. I recommend any company to come and listen to him or invite him anytime. He’s the best.”

**AFRICAN MANAGEMENT CORPORATION,  
JOHANNESBURG**

**After 25 years in the corporate world with leading blue chips, most latterly with HBOS and managing teams of over 200, Nick established his own coaching and performance consultancy in August 2005.**

He now consults with a number of organisations both in the UK and globally.

Because of his thorough understanding of what is needed to be a “winner”, Nick has judged at the UK Customer Service Training Awards for the last four years and in 2015 was a Judge at the “WOW Awards” in London.

Nick has been asked to speak at a number of events and conferences including Local Government Forums, Contact Centre bodies, Training Events and Staff Conferences. His rich and engaging style is enjoyed by all.

# Investment

**£149 per head**

**£1290 for a team of ten**

**£1790 for a team of fifteen**

“Learning is a treasure that will follow its owner  
everywhere.”

**Chinese Proverb**

**Please note these are indicative costs only and are dependent on client requirements, location & venue choice etc. Places will be limited to 15 people to ensure maximum learning for all delegates**

For all enquiries, please contact:

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**Nick Bishop Solutions**