



COACHING IN THE WORKPLACE ONLINE SHORT COURSE

Empower individuals
to maximise performance

Coaching

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SACAP

The South African College of
Applied Psychology

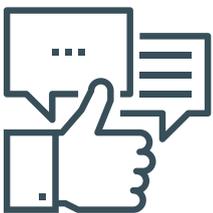


INTRODUCTION

Now more than ever, it is vital for an organisation to continually evolve and stay ahead of the competition – while still being people-centred in how its units work.



Coaching is a meaningful way that managers and leaders can **spark the best within individuals**. And by enabling employees, the company as a whole can achieve its objectives. Coaching helps people to develop self-belief, self-motivation, choice, clarity, commitment, awareness, responsibility and a readiness to act. In short, it's a process that unlocks potential and empowers others to reach the next level of performance for individual and group benefit.



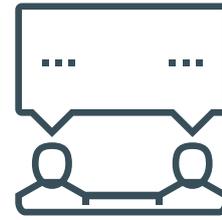
SACAP considers coaching to be the art and science of getting the most out of **who we are and what we do in the world**.



Coaching provides a dedicated **“thinking space”** where coachees can develop insight, set goals, choose actions and be accountable in achieving these goals.

INTERNATIONAL COACH FEDERATION ACCREDITATION

This course carries 30 hours of International Coach Federation (ICF) Accredited Coach Specific Training (ACSTH) hours that can count towards the minimum number of coach training hours needed to credential with ICF as an Associate Certified Coach if a student wishes to pursue credentialing with the global body.



COURSE DESCRIPTION

This internationally accredited coaching course provides a strong framework for managers and leaders to immerse themselves in coaching skills and implement coaching conversations effectively within their workplace in order to empower others to maximise their performance.



THIS COURSE IS IDEAL FOR

- Managers and leaders in corporate organisations, NGOs, government departments and small to medium sized businesses.
- Managers and leaders who may already be doing some coaching with their teams and want to refine their way of working.
- Managers and leaders who feel that coaching is a new landscape they want to explore to boost their engagement abilities.

HOW YOU WILL ADD VALUE TO YOUR ORGANISATION

You will gain comprehensive knowledge and practical experience in using coaching skills to:



Maximise learning and performance in your team members.



Encourage best thinking in others.

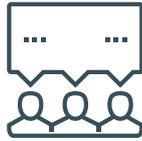


Empower your teams to be engaged and productive.

WHAT YOU CAN EXPECT



You will be exposed to the core coaching competencies as defined by the International Coach Federation (ICF).



You will learn how to apply the skills you've gained in conversations with colleagues and team members in the workplace.



You will also be introduced to basic principles from psychology that will enhance your understanding of human nature, behaviour and what motivates people.



And you will receive tailored individual feedback from an internationally accredited ICF coach.



DURATION:

12 weeks online



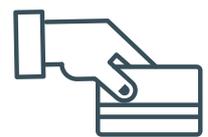
COURSE DATES

Course Starts
17 September 2018
Course Ends
14 December 2018



TIME COMMITMENT PER WEEK:

An average of 6 hours



COST

The cost for this short learning programme is R16 000 to be paid before the course starts

COURSE CONTENT

- **Week 1** **(a) Welcome and Orientation, (b) Course Introduction Session**
Explore what coaching is, the different types, and its purpose in a managerial context with an emphasis on the importance of psychological mindedness coaching.
- **Week 2** **Session 1 Neuroscience and Change Principles / Session 2 Coaching Skills Introduction Session**
Understand the basic principles of how the brain works, the various models of change, the range of coaching competencies as delineated by ICF and how these may flow within a coaching conversation to enhance positive change.
- **Week 3** **Positive Psychology and the GROW Model**
Explore key concepts from positive psychology and how to apply them in coaching conversations, using the GROW model as a practical example to structure a coaching conversation.
- **Week 4** **Ethical Guidelines, Contracting and Goal Setting**
Follow applicable ICF guidelines and investigate how to reach agreement with the coachee about the specific parameters of a coaching relationship, including the overlap and departure points between management and coaching.
- **Week 5** **Establishing Trust and Intimacy and Cultivating Your Coaching Presence**
Demonstrate personal integrity and respect for client's perceptions, learning style and personal being. Be aware of, and managing, own emotions and any judgment pertaining to a coachee's situation. Become more open, flexible, present and engaged.
- **Week 6** **Communicating Effectively 1: Listening, Reflecting and Asking Good Questions**
Gain the ability to listen with empathy and insight. How to distinguish between words, tone of voice and body language, and how to ask questions that may lead to greater clarity, new possibilities and learning.
- **Week 7** **Communicating Effectively 2: Providing Direct Feedback**
Develop a heightened awareness of the impact of language in a coaching conversation and how to reframe, articulate and use metaphor and analogy to help to illustrate a point or to paint a verbal picture.
- **Week 8** **Creating Awareness**
Progress to helping the coachee identify limiting assumptions, underlying concerns, perceptions, strengths and areas for learning and growth. Help him or her discover new thoughts or emotions to shift viewpoints and find fresh possibilities for action.
- **Week 9** **Designing Actions, Planning and Goal Setting**
Engage the coachee to consolidate collected information and establish a way forward that addresses concerns plus areas for learning and development.
- **Week 10** **Managing Progress and Accountability**
Promote a coachee's self-discipline, resilience and hold them accountable. Specific plan with related time frames. Acknowledge achievements and learnings, while understanding how environmental internal triggers and reinforcement impact behaviour.
- **Week 11** **Observed Session and Individual Mentor Coaching Session**
Demonstrate coaching skills and receive written feedback from a credentialed coach in the Observed Session. Have a conversation about the way forward regarding development in coaching skills in the Mentor Coaching Session.
- **Week 12** **Wrap Up**

WHAT IS THE OBSERVED SESSION?

Aim: To demonstrate coaching skills and receive customised feedback

Students are matched with an observer (ICF credentialed coach). A student pairs up with a self-sourced coachee and makes an audio recording of a coaching conversation (30 minutes in duration) and submits it to the observer coach. The observer then provides written feedback to further enhance the student's application of coaching skills.



Students pair up with a self-sourced coachee



Students makes an audio recording and submits to observer



Observer then provides written feedback

WHAT IS THE INDIVIDUAL MENTOR COACHING SESSION?

Aim: Development of coaching skills

This is a 60-minute one-on-one session with an ICF credentialed mentor coach. The focus is on the student's development in terms of their application of coaching skills. The student receives feedback from their observer and, based on this feedback, students can work with the mentor coach to further develop their skills.



60-minute mentor coach session



One-on-one session



Observer then provides feedback



ENTRANCE REQUIREMENTS

Work Experience: Minimum 3 years
Current or intended position of supervision/management/ leadership of others in the workplace



TECH REQUIREMENTS

Access to Microsoft Word
Adobe PDF Converter
Zoom Video Communications
Google Chrome (recommended)
Stable Internet



READING MATERIAL

You will need to purchase 2 textbooks (price not incl. in course fee). Full info in registration pack.



COURSE EDUCATOR

Svea van der Hoorn

Svea is one of only a few ICF Master Certified Coaches (MCC) in South Africa. Svea is not only a faculty member at SACAP, teaching on various coaching programmes we offer, she is also an international faculty member of SolutionSurfers, Switzerland. She began her coaching career in response to the need to approach employee performance as a growth and development opportunity, rather than a traditional "carrot and stick" management style.

Svea is focused on evolving an activity-based, embodied approach to online coaching training – combining the creativity, interactivity, and dignity of humanity with the accessibility and convenience of technology. She also contributes to coaching in South Africa by serving on the board of the International Coach Federation (ICF) where she volunteers at local continuing coach education events and offers mentor coaching for credentialing, supervision, and accredited coach specific training.

“My vision is that leaders and managers create environments with their people so that everyone comes to work ready and willing to contribute, rather than to merely pass time.”



For more information about this dynamic course, please contact our admissions team on 0860 77 11 11 or email info@sacap.edu.za