

# Coaching for performance



Coaching is a process of guiding and challenging an individual to achieve improved performance through self-discovery, feedback, encouragement and skill development. Good coaching helps build a person's strengths and identifies ways to make the most out of their personal opportunities. Whether you are a leader or not, working on your coaching skills and helping to create a coaching culture in your environment has many benefits both in your personal life and in your business relationships.

**This pathway will help you increase the performance and success of your people through coaching.**

- Explain what coaching is and how it differs from other development activities
- Define the benefits of coaching
- Use basic coaching techniques to help others develop skills
- Detail what makes an effective coaching conversation
- Spot appropriate coaching opportunities
- Outline key coaching skills and put a plan in place

To help individuals and workplaces upskill and expand their capabilities to thrive in this environment, the Suncorp Learning Campus provides online access to thousands of training resources, sourced from the best content providers in the world.

## Develop coaching strategies and techniques, both inside and outside of the workplace.

### Coaching and Mentoring

by: Micro Learn  
(15 minutes)

**Course overview:** This module explores the difference between coaching and mentoring. We will look at how to coach and mentor effectively and how to create a personal development plan.

### Pathways - Coaching Behaviours

by: Jenson eLearning  
(4 minutes)

**Course overview:** This course prompts the learner to explore what makes a profitable coaching relationship; how honesty, trust, commitment and belief in the coachee's potential really matter; and how a coach must be supportive, non-judgmental but challenging.

### Pathways - Why Coaching is Crucial

by: Jenison ELearning  
(30 minutes)

**Course overview:** This course prompts the learner to consider their own experience of coaching in order to dispel some of the myths about what coaching is and who it is for.

### Pathways - Coaching Styles and Skills

by: Jenson eLearning  
(30 minutes)

**Course overview:** This course lets you diagnose and reflect on your own natural coaching style. It also explores your questioning skills in order to enhance your ability to probe and facilitate the coachee's development.

### Developing and Coaching Others

by: Vital Learning  
(11 minutes)

**Course overview:** This module teaches managers and team leaders to effectively and successfully develop and coach their employees to become better and more consistent performers.

### Coaching 101

by: Emerald Works  
(1 hour 30 minutes)

**Course overview:** This interactive course provides an introduction to coaching as a development tool. Using a range of realistic examples, scenarios and challenges, it is the ideal starting point to begin building your coaching skills.

### Effective Questioning During Coaching

by: Skills Hub  
(3 minutes)

**Course overview:** Good questions will get good answers. Learn some great coaching questions that you will be able to use at work and get more from your team.

### Coaching and Mentoring: Giving and Receiving Feedback

by: Chart Learning Solutions  
(5 minutes)

**Course overview:** Feedback is the fastest intervention to performance improvement. If done effectively, it can be highly motivating and play a critical role in employee development. You will understand the benefits of effective feedback including accelerated learning, improved performance, enhanced relationships and increased self-esteem.

### Successful Coaching

by: Catalyst Education  
(30 minutes)

**Course overview:** This course teaches you how to effectively identify coaching needs and how to apply training principles when coaching peers. Learn how to provide constructive and supportive feedback, monitor development progress and provide ongoing support.

### Coaching Others

by: eLearning Brothers  
(6 minutes)

**Course overview:** Do you have a few employees that struggle to meet their performance goals each quarter? Does your succession plan call for developing emerging leaders? Perhaps coaching sessions are in order to help you address these challenges.