



inspired2learn
COACHING & MENTORING

Course Content

The syllabus is one of the most highly regarded and regulated in the UK, written by the ILM (City & Guilds group), approved by Ofqual and providing credits on the Regulatory Qualifications Framework. Our coaching courses don't just deliver the approved and regulated syllabus – we also provide a valuable skills development journey that is grounded in best coaching practice. Designed and delivered by Clare Smale, a professional master coach and supervisor, you will have access to a wonderful menu of learning opportunities. Explore the work of many different authors, influencers and experts in coaching. Find your own style and approach.

You will have access to a huge range of materials. Gain theoretical knowledge, learn practical tools, practice coaching behaviours and spend time with other learners for peer support. All of this is available to you remotely and with flexibility. The minimum requirement is for 35 hours of logged formal learning activity, which you can approach through live webinars, webinar recordings and co-coaching. In addition to tutor support, you will also be supervised by an experienced coach supervisor.

The coaching tools, techniques and approaches we give you, can be used in many different types of coaching and are extremely adaptable. For example:

- GROW, CLEAR and OSKAR coaching models (plus others)
- Goals setting tools and approaches
- NLP coaching tools – working with values, beliefs, identity, purpose and behaviours
- Psychological safety and state management – for you and your client
- Masterclasses in more advanced approaches
- The ethical use of diagnostic tools, including a variety of psychometrics
- Effective contracting, including templates and other paperwork to help you if you want to have a coaching business
- Ethical practice and competency frameworks, from a range of professional bodies
- Gain our **Diploma in NLP Coaching** (optional)

Learn the skills, behaviours and knowledge to support life coaching, executive coaching, performance coaching, career coaching and workplace coaching. Hopefully to get the general idea by now – so much of what you will learn can be adapted into multiple situations, whatever your background and coaching ambitions.

There are regular live webinars that discuss a huge range of coaching approaches. These are recorded so you can watch them in your own time and a current menu is provided on the next page. With over 70 hours of content, you won't be short of things to learn when you study with us!

After registration with us, you will receive a bundle of books and coaching cards, delivered to your door. You will also have password access to the Institute of Leadership & Management learning resources, student access to the Association of Coaching learning resources and also a huge library of tools, techniques and templates on the inspired2learn website.

Webinars don't need to be watched in a particular order – it's OK to dip in and out. Each webinar recording lasts 90 minutes unless stated otherwise. There is no follow up work, although hopefully you'll be inspired to do some extra reading or research ☺. Most webinars include breakout room activities which aren't recorded. You are encouraged to do these activities yourself, or if you prefer to save time, you can skip forward.

If you are new to coaching, you will probably begin with Learn2Coach Module 1 and work down the list.

- **Learn2Coach** – these webinars cover many of the essential skills, behaviours, models and tools for coaching
- **Live coaching sessions** – Clare demonstrates her coaching style and approaches in genuinely live and unscripted coaching sessions
- **Masterclasses** – more advanced webinars- these assume you have a good grasp of the basics and some experience upon which to build.

New titles are added each month and you will be sent regular updates to this list of webinar resources.

Diploma in NLP Coaching – these webinars (**shown in brown**) build a knowledge and understanding of specialist NLP principles and tools for use in coaching. Let me know when you have watched them all and I will send you an optional short written assessment. On successful completion of this you will receive a certificate for a Diploma in NLP Coaching - issued by inspired2learn in recognition of this specialist element of your learning and practice. From the selection **shown in brown** below, you will need to complete 20 hours of webinars plus approximately 2 hours of written work (to be submitted).

"I would just like to thank you for all your support throughout the ILM coaching qualification. I found the webinars really helpful and allowed me to connect with learners at a time I was feeling isolated. Your responsiveness to assignment submissions was a huge source of motivation and kept the momentum going. I can't recommend I2L enough and am hugely grateful that I chose you for this qualification. Everything has been very smooth and supportive, and I feel I have learned a lot from both the theory and the coaching hours and reflective learning. I do struggle with self study and theory, but found with I2L there was a helpful set of resources and templates available, as well as physical support, so this minimised the issues I find with self study. I now have clarity on the distinctions between coaching and mentoring, and a language and set of tools I didn't have before. I have a deeper experience and am better able to articulate my feelings about coaching. I am also more aware of the need and value of supervision, co-coaching and continual learning, as well as the professional bodies, ethics and competencies. I am able to market myself differently and coach with more confidence."

Michael, November 2020

Our ambition is to be the most well-regarded and reputable provider of ILM coaching qualifications in the UK.

We are ethical and authentic in our support for coaches and the coaching profession. We love sharing our experience, knowledge and enthusiasm for coaching and we care about the outcomes and experiences of our clients and learners. We offer high quality teaching, experience of a wide variety of coaching models, approaches and resources, plus plenty of advice and support. At inspired2learn we are fully invested in our own CPD and learning and we continually seek opportunities to broaden our depth of knowledge and experience so that we can be at our best to support you.

As a learner on a coaching programme with us, you will be able to experience a variety of tools, techniques and methodologies and then decide what suits your style, context and clients. We will support you to be the best coach you want to be (ethically and professionally), rather than insist on a 'right way' We promote the work of all the professional coaching bodies in the UK and are truly independent. inspired2learn is a training provider member of the AC and Clare is individually accredited with the EMCC as a Supervisor and Master Practitioner coach.

Webinar menu

Learn2Coach	Topic
L2C Module 1	Introduction to coaching & listening skills
L2C Module 2	Coaching Questions – an introduction
L2C Module 3	Listening skills A quick introduction to listening skills
L2C Module 4	Advanced listening skills
L2C Module 5	Contracting – including access to example contracts and other paperwork
L2C Module 6	Ethics On completion of the webinar, further info will be sent to out about your legal obligations and other ethical advice
L2C Module 7	Coaching models & introduction to coaching questions
L2C Module 8	<p>Step by Step - Practicalities of preparing to coach a new client – checklist of things to get ready, before, during and after coaching.</p> <p>Handouts available, including the step by step coaching handbook (sent to you on enrolment)</p>
L2C Module 9	<p>The GROW Model – an exploration of the history and phases of the GROW model and how to use it in coaching. Ideas for questions at each stage of the GROW model. iGROW and T-GROW.</p>
L2C Module 10	<p>The CLEAR model - an exploration of the phases of the CLEAR model and how to use it in coaching. Ideas for questions at each stage of the CLEAR model. A focus on the contracting and listening phases, which are the main points of difference between GROW and CLEAR</p>
L2C Module 11	<p>Goal setting – tools and techniques</p> <ul style="list-style-type: none"> • Goal maps • Affirmations • Making goals compelling • Visualisation and time lines

	<ul style="list-style-type: none"> • Neurological levels • Heroes and Heroines • Present state and desired state planner • GREAT and CREATE models • The arguments for not setting goals
L2C Module 12	Using Coaching Cards hints and tips – you will need a pack of coaching cards which include pictures. These are available from inspired2learn and there are others on the market if you prefer.
L2C Module 13	Coaching state – managing your state for coaching and helping coachees to be at their best. An introduction to neuroscience. Best Way Forward handout required, plus local of control questionnaire as an optional extra. For follow up, watch the modules on psychological safety and listening skills
L2C Module 14	Rapport
L2C Module 15	Psychological Safety No handouts required for taking part. Follow up handouts available. Find out more about the components of psychological safety and the importance of vagal tone.
L2C Module 16	A live coaching experience with Clare. A small amount of preparation required. You will listen to this webinar as if you are the coachee, undertaking coaching activities along the way. Clare will also explain a little of each activity. You will need two handouts (the CLEAR model and well-formed outcome) plus your coaching cards.
L2C Module 17	The Coaching Wheel.
L2C Module 18	Introducing the NLP coaching approach Part 1 4 pillars presuppositions sensory acuity, Satir positions, NLP communication model
L2C Module 19	Introducing the NLP coaching approach Part 2 Disney Strategy Presuppositions of NLP Milton and meta model of language – quick intro

L2C Module 20	Neurological Levels - A quick delay for admin at the start then quickly into a brief overview of NLP and an introduction to the neurological levels model. Bring along a topic / goal to explore using the 6 levels. Clare Smale will coach you through the levels and show you just one of many ways to use this great tool. Finish with a discussion of other uses of the neurological levels tool plus a brief Q&A at the end.
L2C Module 20a	Neurological levels 3 Ways - In this webinar recording (hosted on YouTube) Clare delivers a webinar for the Trusted Coach Directory.
L2C Module 21	Virtual Coaching If you wish to take part in the activities you will need a dictionary and a box of random objects from around your home (15-25 approx). Handouts available for random word generation and the magic metaphor activities.
L2C Module 22	A coaching session using the neurological levels tool , combined with the principles of the present state/desired state approach. Handout needed for the present state – desired state planner. A reminder of some of the neuroscience associated with effective goal setting.
L2C Module 23	Supervision – what is it?
L2C Module 24	Good endings – how to close a coaching relationship – hints and tips. A good webinar to watch after this would be evaluating coaching – coming soon
L2C Module 25	Identifying development needs – a quick tour of tools and techniques for identifying client development needs – link to Modules 17 and the masterclass on psychometrics
L2C Module 26	7 Principles – a review of Peter Bluckert’s 7 principles for effective coaching. No handouts needed.
L2C Module 27	7 Conversations – find out more about David Clutterbuck’s 7 conversations for coaches

Live Coaching Demonstrations

1 hour, followed by 30 minutes of Q&A from those observing. Clare's coaching is aligned to the CLEAR coaching model and is unscripted. The topic wasn't known in advance. A written contract and preparation document was sent to the coachee before the session. The verbal contracting phase with the observers / participants isn't shown. The coachee has given full permission in writing for this recording to be shared with you. The aim of this live demonstration is to provide a real time coaching experience - it's not intended to be a 'perfect' coaching session, but instead a natural and fluid coaching conversation where Clare can demonstrate a little of her personal style and approach. The Q&A at the end should be particularly useful in understanding the way the session evolved and the impact for the coachee.

Demonstration #1	Karen
Demonstration #2	Steve
Demonstration #3	Sarah

Masterclasses

The Hero's Journey	The first few minutes are missing (introduction and an activity to discuss who your hero / heroine might be). Two handouts available		
Journaling	With guest presenter Andrew Gibbons Optional preparation and handouts		
Expert coaching panel discussion Inst L&M	Learn to coach series with the Institute of Leadership & Management in collaboration with the Trusted Coach Director. Clare Smale is one of four coaching experts for a panel discussion and Q&A. No preparation or handouts required.		
Expert talks Inst L&M	Learn to coach series with the Institute of Leadership & Management in collaboration with the Trusted Coach Director. Clare Smale is one of three	Learn how to coach in collaboration with Trusted Coach	No password needed

	coaching experts, presenting the topics of listening, rapport and No preparation or handouts required.	Directory key coaching techniques on Vimeo	
ABC Technique	A series of questions to help get your coachee unstuck and into a more positive and resourceful place. Based upon Meta Model 2 in NLP, the questions are designed to achieve a shift in mind set and can be used quickly or over a longer coaching session. A process with a clear formula, adapted from the book 'Coaching Made Easy' (Liebling & Prior). Handouts required.		
Stakeholders	Working with power-interest matrix to identify stakeholders in coaching and how to plan the best level of communication. Handouts required.		
Clean language	An introduction to clean language and an opportunity to experience clean coaching questions – references for further reading and links to live demonstrations videos. No preparation or handouts required.		
Using psychometrics in coaching	A quick tour of some of the best known psychometrics and how you might ethically use them as a coach. Links and suggestions for further reading and support. No preparation necessary (option to explore a free MBTI personality profile on line). No handouts required.		
Transform goals with VISION	Follow Clare's VISION model to bring goals alive. Quick links and ideas for coaching, plus a couple of practical activities. No preparation necessary and no handouts required.		
Interview with Clare, by Ryan Hartley	Clare is interviewed by Ryan about her journey to becoming and experienced coach. What inspired Transform your goals with VISION and the state of play in coaching today. Clare's coaching with Ryan a few years	https://youtu.be/U5XpAoWi_1Y	No password needed

	<p>ago, resulted in the birth of Ryan’s business name; <i>Always Better than Yesterday</i>.</p> <p>Also available on Spotify at https://open.spotify.com/episode/42Bkl4sQMdFrHLE6YXo1wM and Apple: https://podcasts.apple.com/us/podcast/ep-81-interview-sessions-with-clare-smale/id1424969217?i=1000478364672</p>		
Somatic Coaching	An introduction to coaching somatically. No handouts needed. Head, heart, gut and physical intelligence. Cross reference with other tools and techniques in coaching - apply somatic principles quickly. Take part in practical activities and become more somatic in your approach		
The Hero’s Journey	The Hero’s Journey – what is it? How to use it for personal and professional development – for yourself and others. Coaching questions – using the 12 steps as a coaching tool. Handouts available		
The Advice Trap	Handout available. Find out more about Michael Bungay Stanier’s book ‘The Advice Trap’ and lessons for effective coaching. What is wrong with giving advice? What type of advice monster is your advice monster? Have you experienced the 6 foggy-fiers in coaching?		
Creating Coaching Superheroes	A fun approach to uncovering your coachee’s superpowers. Adaptable to common coaching topics such as confidence, reliance and the imposter syndrome. Practical webinar – bring along paper, pens and pencils – get creative		
The Disney Strategy	A great NLP coaching tool for creativity – best used in situations where the client wishes to develop a goal, project or an idea. Use both divergent and		

	convergent thinking. One handout needed, showing the three phases of the tool and examples or questions task in each phase.		
Clutterbuck's Challenges for 2021	A discussion of David Clutterbuck's key challenges for 2021 – 7 key areas presenting in a brief article on LinkedIn December 2020. An exploration of all 7, plus Q&A at the end		
Unlearn what?	What do coaches need to unlearn in order to be effective? For example how does our education and upbringing teach us behaviours that are unhelpful in coaching and how does ego get in the way?		
Coaching with an empty chair	Three tools – ask an expert, perceptual positions and systemic approaches.		
3Ps of coaching	Philosophy, purpose and process		
Systemic coaching	What is it?		
Qualification support			
Unit 500	Assessment advice (new standards) Level 5 assignment 1		
Unit 700	Assessment advice (new standards) Level 7 assignment 1		
Units 701 and 703	Assessment advice (new standards) Level 7 – the portfolio		