Communication, coaching and feedback

Timings	Section overview	Content of that section
9.30am-10.05am	Workshop introduction	Workshop aims, objectives, house rules, Covid-19 awareness, programme overview, why the programme is running, why great leadership is important to HTC etc. **Activity-recap previous session(s)**: A quiz to recap learnings from the previous workshop(s). **Activity-revaluating the learners previous action plans(s)**: A session to revisit, evaluate and look at the actions that the learners set themselves on the previous workshops.
10.05am-11.00am	Wellbeing session 1	**Video-intro to wellbeing:** learning facilitated as necessary. What is wellbeing? - "A state of being comfortable, healthy and happy" **Activity-what makes you happy:** Learners asked to reflect on a) What makes you comfortable, happy and healthy in your personal life? B) What makes you comfortable, happy and healthy in your work life? Why is well-being important? **Video-5 ways to well-being:** Connect, be active, take notice, keep learning and give. learning facilitated as necessary. What can we do to improve our physical wellbeing?
11.00am-11.15am	Morning break	
11.15am-12.30pm	Wellbeing session 1	**Activity-5 ways carousel:** The 5 ways to well-being will be around the room and learners to to discuss, think about and capture what the 5 things mean to them. Why is wellbeing important at Wolffkran? What influences wellbeing? **Activity-the things that influences wellbeing:** After discussion, the learners will be presented with the influences on the PowerPoint. They need to reflect and

		answer the following questions a) Which of these factors can you influence as a leader at Wolffkran? B) Specifically, what COULD you do to promote wellbeing at Wolffkran? A final slide to recap body, mind and work and the link to well-being. There is also a link here to stress that will be covered after lunch.
12.30pm-1.00pm	Lunch	
1.00pm-2.20pm	Stress	**Activity-How does stress make you feel:** A session that will invoke a little stress in the learners to enable them to understand how stress looks and manifests itself in them. What do we mean by stress? How to tell if someone is someone is stressed? What is the Impact on the body and how can stress impact personal and working life? **Activity-The Holmes and Rahe inventory:** An individual test that helps people to see how stressed they are and what to look out for. **Activity-Whats on your plate:** A creative exercise that helps leaders and managers reflect on their team and what may be stressing them. 6 areas that can impact stress **Activity: Your responsibility as a manager/leader:** An activity that asks a) How can you manage stress b) what questions to ask to understand stress levels?
2.20pm-2.35pm	Afternoon break	
2.35pm-2.55pm	Role modelling	**Activity-Role modelling:** A group activity that challenges learners to reflect on the day so far and ask - What are you going to do to be a well-being role model?
2.55pm-3.10pm	Communication	**Mehrabian wasn't covered on session 1 due to time so it will be included here linking to well-being and performance at work.* **Activity-Mehrabian percent's?** Learners will be individually asked what is most

		important when communicating face to face? Words, tone or body language? How does this change over the phone or via email? Why is all of this important? **Activity-I didn't say she stole the money:** How can tone change the meaning of one simple sentence? **Activity-Body language matters:** How does negative body language impact two-way communication?
3.10pm-4.00pm	Coaching	**Although coaching was done on workshop 1, the GROW model wasn't covered. Coaching will be revisited here and the GROW model introduced which will allow learners to coach their colleagues on the things they identified in the previous role modelling session.* At this point, the trainer will introduce the learners to the coaching model GROW explaining how it works and also, giving a brief example of how you can coach someone using the model. **Activity-What questions can we ask in the GROW model:** Learners will be shown a selection of coaching questions wither on the PowerPoint or in handout. They simply need to workout at which stage of the GROW model they would ask the question. **Activity-Using the GROW model: I**n small groups, the learners will get the opportunity to coach their colleagues based on the things that were identified in the role model session.
4.00pm-4.30pm	Workshop wrap up	**Activity-Personal action planning:** Learners will get the opportunity to capture and share actions that they are going to set themselves based on the content, discussions and learnings on the day. Workshop evaluation. Any outstanding admin