



Australian Institute

OF PROFESSIONAL COACHES



Diploma of Team Coaching

ICF Level 2



The Diploma of Team Coaching consists of 12 units of study and is an approved International Coaching Federation Level 2 course. It includes the Diploma of Professional Coaching which



makes up the first 8 units of study. The remaining 4 units focus on how to coach teams so that they change their team dynamics, adopt better ways of relating to and interacting with each other, and become a more highly-functioning team which achieves peak performance.

Units of study

When you have completed this course you will have:

- Explored the knowledge underlying team coaching – what it is, the motivations for team coaching, delivery options within organisations, and the stages of team development.
- Understood the inter- and intra-personal dynamics happening within teams on a daily basis which effect team relationships and performance.
- Extended your ability to coach both individuals and teams, taking into consideration the context in which the team operates: performance goals, team dynamics, team development; and organisational systems and culture.
- Used the **©AIPC Team COACHing process** to coach individuals and teams ethically and responsibly to peak performance.

The units of study included in the Diploma of Team Coaching are: (See Appendix 1 for details.)

PROF1: Psychological theories and their contribution to coaching

PROF2: Use psychological models to motivate clients to change

PROF3: Using selected neuro-linguistic approaches in coaching

PROF4: Coach ethically and responsibly to international standards

PROF5: Coaching in the workplace

PROF6: Coaching skills

PROF7: Negotiate the Coaching Contract

PROF8: Conduct the first and subsequent coaching sessions

TEAM1: Fundamentals of team coaching

TEAM2: Team dynamics

TEAM3: Coaching high-performance teams

TEAM4: Team coaching process

Delivery

Delivery is online with mentor, webinar and workshop support as required. As soon as your completed Enrolment Form is received and payment made, you receive a welcome email from your mentor (generally the Education Manager marking your work) and login details to our eLearning platform where you have access to all the workbooks, videos, and resources for each unit of study, and where you complete your assessments. You are also invited to join our Facebook closed student group and provided with a supporting webinar schedule.

You self-pace through the course and complete your assessments, many of which become part of your Coaching Toolkit which you use when you meet with potential clients to put a coaching contract in place and deliver your coaching services.

Professional Coach Training Workshops

Our Professional Coach Training workshop is very practical and hands-on as you learn to coach and be coached, and gain immediate feedback to develop your coaching skills. The workshop isn't compulsory unless you are seeking ICF credentialing later on.

When you attend the workshop you receive expert tuition from our experienced Coach / Facilitator instructors who will share their journey with you. You read the learning materials beforehand, attend the workshop and be prepared to participate in practical, hands-on experiences to develop your coaching skills and coaching practice. You gain immediate feedback on your coaching which builds your confidence to coach, and you learn how to use the 8 specific NLP techniques which you will use over and over again in your coaching practice.

For some people, finding time to continue your personal and professional development is hard. There's always issues at work which require your attention and distract you from the things you really want to do. Here's an opportunity for you to leave work behind and focus on what you want to achieve, for yourself and your career or business.

Perfect your coaching expertise by attending the Professional Coach Training Workshop. You will then confidently understand yourself and others better, have the skills to coach others towards greater self-awareness and insight, have more effective problem-solving ability, and achieve your goals with increased motivation and commitment.

In addition, you can immediately use your coaching skills to communicate more effectively, build collaborative and supportive relationships more quickly, and network more easily with others in your work, personal and professional communities. There is no additional fee for the workshop. It is included in the course fee.

Length of course

Students have 12 months to complete the course. However if you can spend more than 5-6 hours a week on your studies, you can complete your course in much less time. It is possible to obtain an extension if there are extenuating circumstances that cause you to delay your course completion.

Student support

Our dedicated education team will assist you through your Coaching journey. From first contact, we encourage you to speak with our Student Engagement Manager who will be able to guide you to choose the best coaching course and direction for you, and answer any questions you may have.

Our administration team will assist with the enrolment process if required. Once enrolled, you are assigned a coach mentor (normally your Education Manager) who will be your accountability partner to keep you on track throughout your studies.

At AIPC, we pride ourselves on having the right students studying the right course and graduating as exceptional coaches who develop an excellent reputation in the coaching world. Our coaching courses deliver extraordinary value for money and you are assured of making a significant impact on those you coach after you graduate. We look forward to working with you and assisting you on your Coaching journey!

During the course you will be shown how to set up your coaching systems so that you can coach clients anywhere in Australia or around the world.

Hence when you graduate you can start coaching paying customers immediately via in-person, telephone or virtual coaching sessions.

Your investment

Your investment in this potentially life, business and career-changing course is \$8,100.

Upfront payment will receive 20% discount; cost is therefore reduced to \$6,480.

- We do provide a payment plan at no additional cost: 12 x simple payments of \$675.
- You will be enrolled, and we will have you up and studying towards your Diploma as soon as your full or first monthly payment is made.
- Enrolment includes attendance at our Professional Coach Training Workshop. You can attend as many of these workshops as you wish - even after you graduate!

Please note:

- Course fees must be paid in full before the official Diploma is issued.
- All costs are GST inclusive.

Guarantee

If for some reason you are not entirely satisfied with your purchase within the first 5 calendar days of making your payment, we will offer you a full refund or alternate course. In the event of a refund, you must provide evidence via a witnessed Statutory Declaration that you have deleted all downloaded learning materials (our intellectual property).

When you have decided that this coaching course is the right course for you...either

1. Phone us on 1300 309 360 or
2. Email us at enquiries@professionalcoachtraining.com.au
3. <https://www.professionalcoachtraining.com.au/diploma-of-team-coaching>

APPENDIX 1: Description of Units of Study

PROF1: Psychological theories and their contribution to coaching

This unit provides an interesting and informative overview to the field of coaching from its earliest conception within the sporting community through to its modern-day application into life, business and corporate fields. It defines coaching and the differences between coaching and other interventions such as mentoring, counselling, training and supervision. Students learn about the various types of coaching and how coaching works, and start to formulate what type of client you would like to coach given your passion, expertise, background and experience. The unit also overviews the various contributions of scientists and psychologists working since the mid-late 1800s to our knowledge and practice in the field of coaching today. The work of these people has provided a valuable foundation to our understanding of human behaviour. The unit explores in broad detail the theoretical approaches that are most relevant to guiding and motivating people to change, in particular from behavioural, developmental, cognitive, humanistic, social and positive psychology perspectives. It is the perfect introduction for students who want to gain a better understanding of human behaviour so as to influence clients in ways that promote positive and long-lasting change.

PROF2: Use psychological models to motivate clients to change

This unit examines theories related to what motivates us to do the things that we do – how we live our life, the goals we aspire to, the basis on which we make decisions. Motivation is very simply, a process or mechanism that causes us to act or think in a certain way. It is a general term for any part of the psychological process that involves experiencing needs and drives, and the behaviour that leads to the goals which satisfies them. This unit explores how we make changes in our life to reach certain goals, our readiness for change and the emotions underlying change. It examines the various stages in getting ready for change and identifies a range of situations where motivational skills can be applied. The unit concludes by looking at stress and its effects on our bodies and our lives, outlining some ways to minimise and manage stressful situations.

PROF3: Using selected neuro-linguistic approaches in coaching

This unit provides an overview of Neuro-Linguistic Programming (NLP) and describes how selected NLP techniques can be used in coaching situations. Understanding the principles and philosophy of NLP helps the coach develop rapport more quickly with clients. The NLP Communication Model explains how people delete, distort and generalise the information coming into them every day, to order and organise this information into manageable 'chunks'. The NLP representational system explains why, as a coach, you need to coach clients differently according to their individual preferences. In this unit you will how to apply specific NLP techniques to coach clients to achieve the outcomes they desire.

PROF4: Coach ethically and responsibly to international standards

This unit provides you with the information, tools and templates to become a professional coach. You will learn how to coach according to international standards, develop your own philosophy of coaching, and understand the obligations of the coach in co-creating a better future for the client. You will build your Coaching Toolkit which will allow you to operate a successful coaching practice. You will learn how to develop the core competencies necessary for coaches to possess to ensure that you can achieve the best outcomes for your clients. On completion of this unit you will be able to apply the knowledge and skills to operate in accord with the legal and ethical responsibilities of a coach and accepted coaching practices.

PROF5: Coaching in the workplace

This unit addresses how to coach in a workplace setting to improve performance or achieve goals. It introduces the concept of individual differences - how to utilise individual strengths to develop truly effective working relationships. Managing performance is often difficult. Techniques to motivate and empower individuals and teams to bring out the best in them are described. The factors that lead to job satisfaction and dissatisfaction in the workplace are outlined. Ways to create an empowering

workplace are explored. Coaching conversations focus on how individual employees can improve their performance or achieve their goals. Feedback conversations focus on correcting performance as and when it occurs. Corridor conversations can occur at any time to address issues or concerns that occur 'on the run' to support employees make quick decisions so that they can get on with their work in the most effective and efficient way.

PROF6: Coaching skills

This unit introduces the ©AIPC **Coaching Skills Model** which details the various skills that coaches use to bring about successful change outcomes in clients. These skills have been derived from the strategies that psychologists and therapists used to build rapid rapport and trusting relationships with clients. Coaching skills include active and reflective listening, asking powerful questions and summarising for understanding and clarity. In a coaching session, coaches also observe clients' non-verbal behaviours to establish more effective ways of supporting and communicating with them. As the coaching sessions progress, clients' interpersonal effectiveness is improved as well as their ability to solve their own problems.

PROF7: Negotiate the Coaching Contract

This unit outlines how to meet with a client for the first time, explain what coaching is, agree the coach / client roles and coaching relationship, and negotiate a Coaching Contract. It details a step-by-step process to achieve these outcomes. Establishing a trusting and intimate working relationship with clients is the basis for assisting them achieve their desired outcomes. This relationship needs to be established at the first meeting for a successful coaching program to be conducted. As partners, the coach and client work together to achieve the client's desired outcomes.

PROF8: Conduct the first and subsequent coaching sessions

This unit outlines how to conduct the first and subsequent coaching sessions with a client once a *Coaching Contract* has been signed. It describes the **©AIPC COACH Model** and provides a template for how to deliver a coaching session. The coaching process is evidence-based, solution-focused and goal-oriented. Using coaching skills, the coach assist clients become more self-aware and gain insight into their desired future. The **©AIPC COACH Model** is used to conduct subsequent coaching sessions with the client. It is important to design a coaching program to meet clients' coaching needs.

TEAM1: Fundamentals of Team Coaching

This foundational unit of study explores the knowledge underlying team coaching – what it is, the motivations for team coaching, delivery options within organisations, and the stages in team development. Internal team leader/coaches and external Team Coaches will learn the difference between a team and a group, the purposes for team coaching, how team coaching can be delivered in organisations, and the stages in team development. Team coaching is conducted with intact, newly-established or virtual teams to improve their performance and/or enhance the growth and development of team members. The stages that teams go through in the development of the team reflect the team's formation, struggle to bring conformity into the team, establishment of shared norms regarding team member behaviour and the operation of the team, and the achievement of high-performance team and business goals. In later units you will learn how team dynamics, team learning and development activities, strategies that promote high-performance teams, and systemic cultural factors, influence team performance. The ©AIPC Team Coaching process is outlined in the fourth unit of study, together with several templates for use in the practical application of team coaching.

TEAM2: Team Dynamics

Team dynamics is the study of behaviour in teams. Behaviours can be positive and contribute to higher levels of motivation, engagement and job satisfaction, or they can be negative and cause disruption, lack of cohesiveness and conflict with the team. Interpersonal issues can limit the ability of the team to attain high-performance, and should be addressed offline if necessary to overcome interferences with team performance. This unit is designed for internal team leader/coaches and external Team Coaches to understand the inter- and intra-personal dynamics happening within teams on a daily basis which effect team relationships and performance. As an emerging organisational practice, you will learn how team coaching improves communication and cooperation, motivation and job satisfaction, leading to higher levels of team engagement and the

creation of team and organisational identities. Issues that may cause the team concern relate to the exertion of power and influence which may affect team cohesiveness and lead to conflict. Decision-making tools that promote team member consultation and participation are outlined. These are key aspects that team leader/coaches need to focus on as they effectively coach teams to improved relationships, functionality and results.

TEAM3: Coaching High-Performance Teams

Teams are the building blocks of successful organisations. High-performance teams have a clear and engaging purpose, and explicit performance goals in relation to both *task* and *relationship* outcomes. In this unit, the characteristics of high-performance teams are outlined, together with the ways that team coaching is an effective intervention to build them. Models of team coaching extend individual coaching models by emphasising the importance of the team's performance goals, team dynamics, team development and internal organisational systems and culture - the context in which a team operates. As individuals and teams learn, they interpret, re-organise, transfer, change or assimilate clusters of related information, knowledge and skills into workplace learnings. Team coaching enhances the development of high-performance teams when the focus is on real-time, team-relevant needs in response to present or anticipated future needs, involves active engagement of team members at a particular point in the team's life span, and is intentionally delivered using coaching tools and approaches appropriate to meet the team needs. The unit concludes by exploring elements related to team and organisational culture, and highlights the evolving nature of a coaching culture as organisations seek to improve performance and learn in response to market conditions and opportunities.

TEAM4: Team Coaching Process

The unit is designed for internal team leader/coaches and external Team Coaches to develop your ability to conduct team coaching either with your team or another ethically and responsibly. The four essential elements to consider when designing a team are presented, followed by exploration of the five structural factors that contribute to successful team coaching. The steps in preparing to team coach are outlined including: (1) observing the depth and quality of interaction among team members beforehand using the ©AIPC Observation Sheet – Team Dynamics; and (2) conducting an ©AIPC Team Dynamics Survey to identify key issues within the team. Next, the ten steps in the ©AIPC Team Coaching process are outlined and templates provided for internal team leader/coaches or

external Team Coaches to conduct team coaching in organisations. Protocols to conduct interviews with the Team Leader and team members are included, as is an outline of a one-day ©AIPC *Introduction to Team Coaching* workshop. Finally, the four pre-conditions necessary for team coaching to be successful are summarised, followed by the three critical factors that enable and sustain the coaching initiative into the future so that, as teams are coached, they learn how to increase their collective capability and performance through the leader adopting a coaching leadership style, team members critically reflecting on their work and performance, and the quality of the team coaching being supervised.

