

Establishing the coaching relationship



Module 1:

Establishing the coaching relationship

What learners will gain from module 1

In training:

Techniques for relaying information in a clear and concise manner

Maintaining appropriate boundaries

limits of confidentiality

Active listening

On the Job:

Introduce themselves to their client and establish the terms of the coaching relationship.

Put their client at ease, establish a relationship which is based on trust and authenticity

Basics In Information



Advice and guidance

Module 2: Basics in information, advice and guidance

What learners will gain from module 2

In training:

Basic customer service.

Further information, methods and techniques in relaying clear and concise information.

Information, methods and techniques in making people feel relaxed

Methods for researching and fact finding

On the Job:

Find out information for clients; using the internet, leaflets, directories etc.

Phone services and agencies to find out information and arrange appointments for clients.

Explain to clients what services are on offer and what to expect before, during and after appointments with outside agencies.



Module 3: Identifying strengths & interests. Setting goals & targets

What learners will gain from module 3

In training:

Learn about SMART targets.

Learn the key concepts behind constructive feedback

Learn methods and techniques which can help to identify strengths and interests

Learn methods and techniques for challenging negative preconceptions

On the job:

Help their client set realistic goals and targets, and re-evaluate and refresh old goals

Build their clients confidence by providing constructive feedback

Help their client identify their strengths and interests and signpost them to a place where they can learn ways to use them.

Learn to understand when to challenge a client and when not to



Module 4:

Recovery Awareness

What learners will gain from module 4

In training:

Useful definitions of recovery, types of recovery and approaches to recovery

What has been proved to assist and support recovery

What a recovering community is

Barriers to recovery

How recovery can affect family and community

On the job:

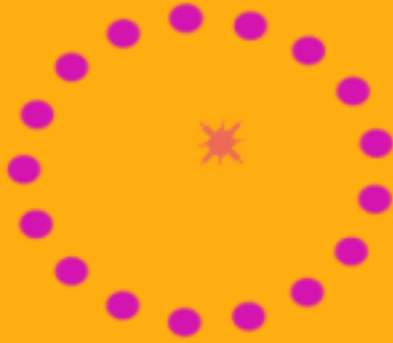
What services and resources are there in the locality which assist and support recovery?

(including mutual aid groups such as NA/AA groups and online resources such as wired-in)

Identify the issues and barriers to recovery which impact on their client(s)

Use what experiences they have gained in their own recovery to help inform and support their client(s)

Help to create solutions



to problems and challenges

Module 5:

Help clients to
create solutions
to problems and
challenges

What learners will gain from module 5

In training:

Learn about models of change and transition

Learn how to apply problem solving methods and techniques

Develop their analytical skills, learn new methods and techniques and apply them in group activities

Learn about using positive feedback to aid their client(s) personal development, aiding confidence and self esteem

On the job:

Use their knowledge of change and transition to help their clients understand the process.

Help their client apply new perspectives to problems and challenges.

Introduce their client to new and varied activities which will help to build confidence and esteem

Identify issues with family and community and refer to specialists.

Coping with lapse



& relapse

Module 6:

Coping with
lapse and
relapse

What learners will gain in module 6

In training:

Learn the basics in relapse prevention

Learn best practice when dealing with intoxicated clients

Learn best practice when dealing with angry and abusive clients

Explain how they have learned to handle their emotions over the past few months

Explain how they have learned to handle uncertain situations over the past few months

On the job:

Share their experiences and knowledge in relapse prevention

If all parties are happy with the situation (Client, Coach, trainer/assessor & service manager) the coach can support people following a recent lapse, providing the right preparation and supervision is in place.

Help to explain to their client what their options are following the end of the 3 month period