



inspired2learn
COACHING & MENTORING

Course Content – ILM Coaching & Mentoring Qualifications

Our coaching courses 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.

This menu of recorded workshops give you access to a huge range of materials. All of this is available to you remotely and with flexibility.

£15 per recording when donated direct to inspired2learn's charity of choice (plus Gift Aid) – further details sent on booking

Our current charity is [Julia's House Children's Hospice in Devizes](#)

If you prefer to be invoiced personally or at work and pay by BACS the fee is £15 per recording plus VAT.

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 and CLEAR coaching models (plus others such as OSKAR, DREAM and LAZY)
- 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 you 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.

Webinars don't need to be watched in a particular order – it's OK to dip in and out. Each webinar recording lasts about an hour.. 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.

- **Module 1 - for beginners** – these webinars cover many of the essential skills, knowledge and behaviours that will get you started on your coaching journey
- **Module 2 - creating your coaching toolkit** – the core models that you will need, plus a few of the best coaching tools to get you started
- **Module 3 – supporting your development** and reflections with models and theories – some topics to get you thinking and reflecting upon your professional practices
- **Module 4 – extending your coaching toolkit** - practical tools and techniques to use in coaching sessions
- **Module 5 – coaching demonstrations** - genuinely 'live' and unscripted coaching sessions with Clare – shared with permission from the coachees
- **Module 6 - masterclasses** – more advanced webinars - these assume you have a good grasp of the basics and some experience upon which to build.
- **Advice and guidance** – webinars to specifically help with assignments

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. You will let us know when you have watched them all and we will send you an optional short written assessment. On successful completion of this you will receive our 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 NLP webinars plus approximately 2 hours of written work (to be submitted). Extra fees apply, so let us know if you are interested in this option.

"I think I'm hooked! Really enjoying the webinars. Thank you." Nicola, October 2021

"Thank you for a great session – really useful to develop my tool bag and have knowledge of different models. It is very interesting talking to coaching colleagues from very different professions (great knowledge sharing)." Patrick December 2021

"I think the webinar recordings are fab, I am hooked on them and getting so much out of them." Emma, April 2022

Our ambition is to be the most well-regarded and reputable provider of ILM coaching & mentoring 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

MODULE 1 – for beginners – plus some essential reminders for all coaches	
Insurance hints and tips	A free AC webinar about insurance (GDPR, security and other legal advice).
The business of coaching	The ethical requirements for insurance and a professional will, plus legal requirements such as GDPR. Plenty of useful Q&A to review at the end and some essential practices to put in place before you begin coaching.
Introduction to coaching	Introduction to coaching & listening skills. No handouts needed
Introduction to Mentoring	Follows on nicely from the above. How does mentoring differ from coaching? Which skills and behaviours do they share and which are exclusive to one or the other? What are the ethical implications and power dynamics of this?
Coaching Questions	An introduction – what makes a good coaching question?
Listening skills	A quick introduction – no preparation or handouts required.
Advanced listening skills	Essential content for beginners - the difference that makes the difference
Deep listening	An inspiring and thought-provoking webinar with Oscar Trimboli
Contracting	The written, verbal and psychological contract
Contracting 3 ways	Exploring systemic contracting, whether that be with a line manager or other sponsors. How to involve a third party in the written and verbal contracting – the pros and cons of formally contracting with a third party plus practical tips
Chemistry meetings	What makes a good chemistry meeting, plus some of the pitfalls.
Rapport NLP content	What is it? Why is it important? How to build rapport.
Ethics	There are some new slides added since the original webinar, so check the handouts for additional content. Important viewing before you begin coaching.

Global Code of Ethics	Split into two short recordings. Exploring the global code of ethics and reflecting upon some of the statements in more detail – what are the implications for your coaching and are you as ethical as you think you are?
The business of coaching	The ethical requirements for insurance and a professional will, plus legal requirements such as GDPR. Plenty of useful Q&A to review at the end and some essential practices to put in place before you begin coaching. I strongly recommend watching this.
Coaching models	Coaching models & introduction to coaching questions – how to manage a coaching conversation using a variety of simple frameworks such as GROW
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. Handouts for GROW questions and the well-formed outcome tool
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 Handout for CLEAR questions
GROW & CLEAR plus coaching cards	Begins with introductions and goal setting using the coaching cards. A GROW practice session followed by CLEAR and plenty of Q&A / sharing of experiences. Finishes with a general Q&A about assignments and goodbyes using coaching cards. A good webinar to watch if you are getting ready for your first coaching session and setting up new clients.
Identifying development needs	A quick tour of tools and techniques for identifying client development needs before your first coaching session or as a coaching programme unfolds – you might also like to watch the masterclass on psychometrics (see below)
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?
The well-formed outcome NLP content	A popular and simple goal setting tool from NLP, which includes the Cartesian coordinate questions. Modules 11, 18, 19 and 28 sit nicely alongside this topic. Handout available.

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.
10 Traps for coaches	Based upon a chapter in Coaching with NLP for Dummies, explore 10 potential traps for coaching conversations and how you might overcome them.

MODULE 2 – Creating your coaching toolkit – a few essentials

Goal setting NLP content	<ul style="list-style-type: none">• Goal maps• Affirmations• Making goals compelling• Visualisation and time lines• Neurological levels• Heroes and Heroines• Present state and desired state planner• GREAT and CREATE models• The arguments for not setting goals
The well-formed outcome NLP content	A popular and simple goal setting tool from NLP, which includes the Cartesian coordinate questions. Modules 11, 18, 19 and 28 sit nicely alongside this topic. Handout available.
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.
The Coaching Wheel. NLP content	Also called the Wheel of Life, this is an immensely popular coaching tool and there's no shortage of further information on the internet, including free templates and guides.
Neurological Levels NLP content	A quick delay for admin at the start of the recording, 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. See also the masterclass recording. You might like to watch the other webinars about this topic in Module 4.

MODULE 3 – supporting your wider development and the reflective logs - principles, theories and other general topics

Identity in Coaching Part 1	With guest presenter Joan van der Brink. Here is what participants said about the workshop: <ul style="list-style-type: none">• It will challenge your perceptions.• It will test your unconscious bias• It's simply eye opening• You might think that this is a fairly homogenous group, but if you tune in you will find that there is an enormous amount of diversity• It will help you to really reflect on the importance of a name• Talking real identity issues in a safe space• It will help you think and understand more about human connections and what's important to others.• It illustrates the power of psychological safety and vulnerability• Identity is central to how we live our lives, make decisions, form beliefs, make choices etc so understanding identity from something as simple as a name can give us and our clients such a wealth of information to explore• Thought provoking and a time to think and reflect about how we come across and the impact on our coachees• It will reveal more than you realised about the importance of someone's story• It helped me reflex on how I bring assumptions on academia/ job role• It will open you up to understanding an essential part of who you are and how you work as a coach• It explores deeper and authentic identity.
Identity in Coaching Part 2	Remember to watch Part 1 first (above). Review of Part 1 and building upon this – who are you? Plus the Identity Wheel.
The Drama Triangle	Find out more about how to use this model when reflecting upon your coaching relationships. How do the victim, rescuer and persecutor roles play out when we coach? Essential viewing in the early days of your coaching portfolio (units 501, 502, 701 or 702), giving you a model on which to reflect. Also useful for Units 500 and 703.

RAG rating self-assessment and reflective models	Introducing several models for reflective learning, all of which are useful for your portfolio and reflective practice. The RAG rating exercise is explained in a little more detail, with guidance on how to get the best from it for both assessment purposes and also for your professional development and CPD.
Ethical Dilemmas	Handout available with a long list of common ethical dilemmas for discussion – plenty of links in this webinar for additional on line resources
Psychological Safety NLP content	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.
VAK for beginners NLP content	An introduction to how sensory information can support you to ask better questions and create rapport. 1 hour
Supervision	The normative, restorative and formative functions of supervision plus the 7-eyed model – a quick tour of both – essential viewing before you book your first supervision session
Communication Skills for Coaches	No handouts required – introducing a few key communication models
7 Principles	A review of Peter Bluckert’s 7 principles for effective coaching. No handouts needed.
PPP Framework	Philosophy, Purpose and Process - explore your coaching and draft your coaching profile. Also very relevant for supervisors.
The presuppositions for successful coaching NLP content	<p>Taken from NLP, there are around 9 presuppositions that could underpin successful coaching – these can help you to manage your coaching mind-set, including being non-judgemental in coaching sessions. A quick recap of the 4 pillars of NLP followed by plenty of discussion about the presupposition statements. They often create some interesting debate!</p> <p><i>“I can see how sitting with each of the 9-13 statements could be productive. I like how you indicate that they are subjectively true, although that may not make them objectively true OR compatible with our value system. I also appreciate your honesty that we are going to form judgements and that coaches are not trying to be automatons but, rather, recognize when we make judgements and try to let them go and not allow them to form the basis of our work with people.”</i> Don, September 2021</p>

The Chimp Paradox	Based on the book of the same name, find out more about the chimp, human and computer brain and how we might pay attention to them in our coaching
The 5 steps of building professional rapport	Based on the book of the same name, find out more about this practical structure, including the ACHIEVE coaching model.
Giving Effective Feedback	The pros and cons of giving feedback in coaching and how this sits on the coaching / mentoring continuum. The purist approach, with feedback on self as a coach, compared to various structured approaches that are available to give feedback to coachees on behaviour.
NLP & Rapport	A three hour workshop for an organisational cohort of coaches. Covers contracting questions, an introduction to NLP and the NLP approach to rapport – what does it mean and approaches for developing connected coaching relationships

MODULE 4 – extending your practical toolkit

Coaching state NLP content	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
State Management	3 handouts needed before the webinar, so ask for these to be sent to you or download them from our website <ul style="list-style-type: none">• Locus of control questionnaire• Best Way Forward tool• Changing Mindset tool See also the Practice session for the best way forward tool
Practice session – best way forward tool	Q&A from coaches about the Best Way Forward Tool (state management) before, during and after the practice session. About an hour of viewing time.
A live coaching experience NLP content	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.
Introducing the NLP coaching approach Part 1	4 pillars presuppositions sensory acuity, Satir positions, NLP communication model
Introducing the NLP coaching approach Part 2	Disney Strategy Presuppositions of NLP Milton and meta model of language – quick intro
NLP for Coaches	Three separate recordings make up this workshop. Topics include the NLP communication model, the 4 pillars of NLP, the well-formed outcome (with handout) and the difference between the blame frame and the outcome frame. The presuppositions are touched upon briefly.

neurological levels tool NLP content	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.
Neurological levels 3 Ways NLP content	In this webinar recording (hosted on YouTube) Clare delivers a webinar for the Trusted Coach Directory. See also the masterclass recoding below.
Neurological Levels	A masterclass recorded in two parts. The first part is missing due to technical difficulties. fabulous and adaptable coaching tool – a practical webinar showing how the tool might be adapted for different topics.
Adapting Neurological Levels	A masterclass recorded in two parts. The first part is missing due to technical difficulties. A fabulous and adaptable coaching tool – a practical webinar showing how the tool might be adapted for different topics.
Neurological Levels – a deep dive	A longer (3 hour) workshop with most of the time spend in breakout rooms for coaching practice. Part 1 beings with an introduction to the coaching tool and then takes you through the first three levels of the model – plenty of feedback and Q&A from the coaches taking part. Part 2 and Part 3 finish the model and end with feedback and Q&A
Cartesian Coordinate Questions	Four great questions which examine different perspectives and dimensions. Frequently used as part of goal setting, but applicable to any coaching scenario. Simple but challenging.
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.
Good endings	How to close a coaching relationship – hints and tips. A good webinar to watch after this would be evaluating coaching – coming soon
The Miracle Question	The miracle question is a ‘thing’. It is a goal setting question used in therapy and coaching, taken from the solutions focus approach.
The Johari Window	– handout available – a fantastic tool for exploring relationships and communication with clients. Also a useful self-assessment tool for your coaching practice.
FACTS model	Challenging coaching Coming soon

Stakeholders	Working with power-interest matrix to identify stakeholders in coaching and how to plan the best level of communication. Handouts required.
ABC Technique NLP content	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.
ABC tool practice session	A short recording reviewing the tool and with some great questions from the coaches attending the session exploring how the tool works
Using psychometrics in coaching NLP content	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 NLP content	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.
The Disney Strategy NLP content	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.
The Disney Strategy – Practice Session NLP content	The Q&A and discussions before, during and after a live practice session. The practice in the breakout rooms isn't recorded. The feedback and questions from the coaches are great!.
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
Coaching with an empty chair NLP content	Three ways to use an empty chair when you coach – perceptual positions, ask an expert and systemic coaching

Perceptual positions practice session	The Q&A and discussions before, during and after a live practice session. The practice in the breakout rooms isn't recorded. The feedback and questions from the coaches are fascinating.
Giving effective feedback	A debate of the role of feedback in coaching, plus some models to help structure effective feedback.
Ikigai – a Japanese model for coaching to purpose and balance	What is the reason for jumping out of bed in the morning? A great coaching tool for finding motivation to change, identifying goals or making bigger life /work / business decisions.
The Law of Attraction	Building on the work of Napoleon Hill and more recent neuroscience – helping coaching clients to focus on (and achieve) what they want. Some technical glitches half way through, hence the 2 part recording. No handouts needed.
Getting unstuck	90 minutes exploring a range of questions from 6 new coaches who are early into their coaching practice. The common Q they shared was what to do in a coaching session if the coach feels stuck. Are we adding value? Are we going round in loops? Is this worth the time? How to move things on.

Module 5 - 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 these live demonstrations 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	Sarah
Demonstration #3	Helen
Demonstration #4	Lucy
Demonstration #5	Jamie – working with a values hierarchy
Demonstration #6	Emily – a three hour workshop, beginning with an Q&A about the ILM L5 for 30 minutes and then moving into the set up for a coaching demonstration. The demonstration is an hour and the topic of work-life balance uncovers deeper emotions for the coachee. The Q&A at the end discusses note taking, resisting rescuing / advice modes, the use of listening and silence and holding an emotional issue in the coaching space rather than counselling or therapy. Thank you to Emily for allowing me to share this demonstration with you all 😊
Demonstration #7	Julie – a 1 hour coaching session followed by Q&A. The topic was what to do next with the balance of a job / setting up a business. Outcome – to gain clarity. 20 coaching questions used and no tools. Interesting exploration of a jigsaw metaphor at the end.
Demonstration #8	Kathryn – a 1 hour unscripted coaching session followed by an hour of really interesting Q&A. The topic was what how to approach a work project and procrastination. Outcome – to have some clear actions. Plenty of coaching questions used and

	no specific tools. 2 hours viewing time in total, so make sure you tell us this when you ask us to log this demonstration on your records
Demonstration #9	Claire - neurological levels - a 1 hour unscripted coaching session using the neurological levels tool - followed by an hour of really interesting Q&A. Topic - how to complete the ILM L5 by the deadline.

Module 6 - Masterclasses – more advanced topics and discussions

<p>What does coaching & your phone have in common? ***</p>	<p>An introduction to the NLP communication model and a little neuroscience along the way. A metaphorical way of examining the role of the coach and the difference between transactional and transformational coaching. Coaching the person rather than the problem / goal.</p>
<p>Exploring metaphors for coaching</p>	<p>How to use the coaching cards to explore client metaphors. The value of ‘clean’ questions and exploring your own metaphor for being at your best and for your coaching (ideas for your coaching profile)The last 5 minutes of the recording is missing (using to the cards to show how you are leaving) which is a shame as the learning was rich and the metaphors fantastic – see the chat box.</p>
<p>The Hero’s Journey NLP content</p>	<p>The first few minutes are missing (introduction and an activity to discuss who your hero / heroine might be). 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</p>
<p>Journaling</p>	<p>With guest presenter Andrew Gibbons. Optional preparation and handouts</p>
<p>Expert coaching panel discussion Inst L&M</p>	<p>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.</p>
<p>Expert talks Inst L&M</p>	<p>Learn to coach series with the Institute of Leadership & Management in collaboration with the Trusted Coach Director. Clare Smale is one of three coaching experts, presenting the topics of listening, rapport and No preparation or handouts required.</p>
<p>Clean language</p>	<p>An introduction to clean language and an opportunity to experience clean coaching questions – references for further reading and links to live demonstrations videos. Handouts available</p>

5% questions	Coaching, supervision & reflective practice. A simple but effective tool, using a series of statements / question to help your coachee with a reflective written activity. Coach the person not the problem or the goal. Also a useful framework for your reflective practice and a supervision too.
Clean Language and Coaching Cards	Similar to the above, but with the use of coaching cards woven into the activities. Lots of Q&A and a slightly different set of activities. A longer webinar than the one above and at a slightly gentler pace (plus more content). Handouts available
Interview with Clare, by Ryan Hartley	Clare is interviewed by Ryan about her journey to becoming an 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 ago, resulted in the birth of Ryan's business name; <i>Always Better than Yesterday</i> . 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
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
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?	Barriers to great coaching – what have we been taught in childhood or other areas of life that no longer serve us well in our coaching. How does our ego get in the way of great coaching
Systemic Coaching	What is systemic coaching? Approaches, questions and a quick introduction to constellations
The 7 Coaching Conversations	The 7Cs and sailing the 7 Cs – three coaching / supervision frameworks for multiple applications to complete your reflections as a coach and to use with coaching / supervision clients

The 7Cs	A webinar for Wiltshire Council (& Partners) Coaching Group, shared with permission. Explores the 7Cs of reflective practice (see also webinar above). A tool for you to use in personal reflection such as journaling or supervision, but also a coaching tool to support your coachees to reflect on a variety of topics
The 5 senses and 32 receptors NLP content	Exploring VAKOG, coaching with head, heart and gut and finishing with a challenge – how might our 32 receptors enable us to better embody our coaching practice? Handouts available. A more advanced webinar which assumes a working knowledge of NLP and a good understanding of coaching.
Eye accessing cues NLP content	1 hour, exploring this NLP ‘theory’ and how it might be useful in coaching. Handouts available
Submodalities NLP content	A handout in advance is useful for this webinar. An advanced exploration of VAKOG the 5 modalities
Gestalt Coaching	An introduction to the core concepts and theories of Gestalt Coaching. Links with NLP and other coaching methodologies / theories. A discussion of the relevance of Gestalt to all coaches and the need for specialist training when using a Gestalt approach.
Beliefs – friend or foe	What are the advantages and disadvantages of our beliefs – how do they support and limit us in our coaching practice. Some thoughts and suggestions for tools when supporting clients with limiting beliefs. No handouts needed.
The LAZY coaching model	The first few minutes of this recording are missing, but only the quick hello followed by the first breakout room discussion ‘what are the advantages of being a lazy coach?’ This webinar presents some core ingredients of achieving coaching mastery through being LAZY, signposting many different coaching approaches and core behaviours.
Finite and Infinite Coaching	Is it all about the goal? This webinar will introduce you to the work of James Carse and his book Finite and Infinite Games. A philosophical debate about coaching style (including yours) and plenty of opportunities to discuss the book’s principles in breakout rooms. This isn’t a webinar about tools and techniques, but instead your coaching philosophy and purpose. Some great reflections at the end.

Inquiry Based Coaching	Dr Stephen Duns facilitates a wonderful discussion about the 4 ways of knowing, levels of learning and the synergy that is needed in coaching. How can we help coachees find recurring patterns that no longer serve them and make meaning? Why should we check out our assumptions as coaches? Handout available.
Challenge in coaching & Supervision	What does challenge mean? How do coaches and supervisors challenge? What is the language of challenge, the feelings and outcomes? A professional discussion with three experienced coaches and supervisors – led by Katie, with contributions from Clare and Emma. Handouts available.
Transference and Counter transference For Coaches & Supervisors	Dr David Harvey gives a brief overview of the theory of analytic approaches and specifically transference and countertransference – what this means and how we can use it in an accessible applied way in coaching and supervision to help others in their work relationships and contexts - drawing on the CAT model. 1 hour with David, followed by 30 minutes as a learning group for reflection. David is a Consultant Clinical Psychologist and Cognitive Analytic Therapist. He has presented and published on topics of workforce development, leadership and system functioning. In his NHS role he is currently the Clinical Director of a commissioning hub supporting the transformation and integration agenda across health and social care. Further reading is available.
The 7 Steps of Effective Coaching	Based on the book of the same name, find out more about this practical structure, including the ACHIEVE coaching model and a discussion of coaching maturity.
Nancy Kline’s Thinking Environment	An introduction to the Thinking Environment™ approach from Nancy Kline’s work, including her Incisive Questions™ and participant feedback after the practical exercise
Is there a contribution that the coaching profession can make to the world?	With Dr Stephen Duns
The Chimp Paradox	A model for managing your performance and choices with the Chimp, Human and Computer – a skill that requires practice. Learn how the model can better manage your coaching state (and completion of your qualification!) and

	support your clients to take care of their chimp and achieve results. An introduction with references for further reading and viewing.
Sympathy, empathy or compassion?	What is the role of each in coaching? Links to other webinars include the Advice Trap, Advanced Listening Skills, the Drama Triangle and Contracting
Modelling	<i>Learning from the excellence of others</i>
Credentialing	Clare Smale, Bill Moore and Eva Ritchie will discuss their experiences of credentialling (accreditation) across these three professional bodies. Find out more about the different approaches and their pros and cons. The aim of this webinar is to simplify the options and give the benefit of our experiences. We don't advocate one approach above another and offer information rather than recommendation.
The Complexities of the divides	A deep dive into the multiple hats that you wear as a coach, especially if you are coaching internally. How does this impact upon contracting and power dynamics? A debate of ethical considerations and professional / robust approaches to contracting where relationships can be like a spider's web of connections.

Qualification support	
Qualification kick start	Are you feeling overwhelmed and maybe getting behind schedule? Don't worry as you're not alone. Hear from other learners who have lost their way and some great advice and motivation to get going again. A mix of L5 and 7 learners with generic support. A reminder of how your qualification is structured, how to tackle the different tasks and the importance of little and often.
LEVEL 5	
Meet the team – top tips	Meet the ILM L7 tutor team of Clare, Catriona and Nick. We share some insights into the qualification and a few of our top tips for success. The first few minutes offers a general introduction to our coaching journeys and wider backgrounds (you could skip this bit), followed by an exploration of what works for learners and strategies for completing the qualification successfully.
Unit 500	Assessment advice (new standards) Level 5 assignment 1
Unit 500 AC 1.2	Assessment advice – a detailed run through AC 1.2 plus Q&A with those attending – 90 minutes
Level 5 general Q&A #1	General advice for the ILM L5 coaching qualification. A bespoke workshop (2 hours) for an in-house client, shared with permission. Plenty of Q&A followed by an exploration of Clare's basic coaching toolkit – 5 core coaching tools, with a quick run through neurological levels.
Level 5 general Q&A #2	Unit 500 – general Q&A and a reminder of resources Guidance on constructing the portfolio and hints and tips from learners NLP Diploma – how it works with inspired2learn

Level 5 general Q&A #3	Focus on unit 501 – going through the assessment criteria for the practical coaching element and advice for compiling the portfolio.
Units 501 and 503	Assessment advice (new standards) the portfolio
Level 5 Q&A #4	A variety of questions and sharing of advice. Unit 500 AC1.2 discussed, plus chemistry meetings and the resources on the i2l website. Plus more. 9 learners from a variety of backgrounds.
Level 5 Q&A #5	We chatted about the feelings of overwhelm at the beginning of the qualification and top tips for getting started. Lots of other Q&A with a group of learners relatively new to the qualification, so this webinar might be particularly useful for anyone else starting the L5 journey. An interesting chat around a request for coaching
Level 7	
Meet the team – top tips	Meet the ILM L7 tutor team of Clare, Bill and Andrew. We share some insights into the qualification and a few of our top tips for success. The first 8 minutes or so offers a general introduction to our coaching journeys and wider backgrounds (you could skip this bit), followed by an exploration of what works for learners and strategies for completing the qualification successfully.
Unit 700	Assessment advice (new standards) Level 7 assignment 1
Unit 700 AC 1.2	Advice tutorial for one specific assessment criteria
Unit 700 AC 2.1	Knowledge, skills, behaviours and practices in executive coaching. A bespoke workshop for an in-house client, shared with permission. There are a few places where info shared is relevant to that client only, so a few quick sections you can skip. We explore AC 2.1 in detail plus some bonus content on neurological levels.
Units 701 and 703 Executive coaching	Assessment advice (new standards) Level 7 – general advice for collecting the portfolio evidence during the coaching hours – recommended viewing before beginning your coaching hours
Units 701 and 703 Executive coaching	Advice for compiling and submitting the final portfolio (new standards)

Unit 701 and 703	This recording is from a 3 hour workshop, with Q&A about the portfolio at the beginning and the end. No need to watch the whole recording – skip to the bit you need. The middle section introduced the Thinking Environment approach from Nancy Kline’s work, so you might like this too
Level 7 Q&A Executive coaching	General advice and queries – let by questions from learners, including the theoretical assignment (Unit 700) and the portfolio (Units 701 and 703)
Level 7 Supervision	
Induction	45 minute induction to the qualification (plus introductions and hellos at the beginning)
Unit 701/702 Supervision	Assessment advice Level 7 – the supervision portfolio – advice on the evidence to collect for the practical supervision element of your qualification
Unit 703 Supervision	Assessment advice Level 7 – supervision the portfolio – advice on the evidence to collect for the reflective unit - completed once the practical supervision hours have finished and then included in the portfolio submission for your qualification