

***“Shedding
Light
on Skills
Development”***



Kwelanga

TRAINING

engage | inspire | elevate

Coaching for Knowledge Transfer (3½ Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

Knowledge transfer is vital to organisational agility. Knowledge transfer improves innovation, collaboration and understanding in your business. It is a way of building capacity and sharing information or ideas within your organisation via a formal process.

Employees move through the organisation, move onto other opportunities outside of the organisation or retire. When this happens, their wisdom and knowledge move with them. No-one would like to lose valuable knowledge and insight, which will occur unless the organisation has been purposeful about knowledge transfer.

Creating knowledge transfer processes will help retain the information in the organisation. Coaching in knowledge transfer can provide a very effective way of transferring knowledge.

The programme will result in:

- Competent coaches and effective coaching
- Institutionalized coaching culture
- Formalized skills and knowledge transfer
- Competent successors for critical positions

WHAT THIS COURSE CAN DO FOR YOU...

- Improve coaching performance
- Improve skills and knowledge transfer
- Increased confidence in individuals' (coachees') performance
- Empower and motivate
- Positive behaviour change
- Create a coaching culture
- Strengthen relationships
- Strengthen organisational knowledge

TARGET AUDIENCE

This workshop is aimed at individuals who are responsible for ensuring the transfer of knowledge to colleagues so that continuity in the organisation is realised.

PROGRAMME

- A two-day Coaching short course aligned to US113909 – Coach a Team Member to Enhance Performance.
- A one-day practical Coaching workshop facilitated six weeks after the two-day Coaching course.
- A half-day Knowledge Transfer workshop to be held as soon as possible after the one-day practical Coaching workshop.

COURSE CONTENT

Explain the Concept of Coaching in a Business Environment

- The concept of coaching
- Coaching, counselling, training and mentoring as management tools
- The qualities required of an effective coach, related to the role of team leader or supervisor

Demonstrate Skills and Techniques Required of a Coach

- The importance of effective listening
- Establish the learner's level of understanding and competence in a specific task by asking questions
- Demonstrate the skills required to give different types of feedback
- Demonstrate techniques for leading learners to reflect on their own performance

Develop Action Plans to Coach Team Members

- The process in coaching and development action plans
- The roles and responsibilities of coach and learner

Gather Evidence and Monitor Progress

- Gather evidence of achievement or progress and make a decision to sign off, continue coaching or refer the learner
- Use feedback from the learner to adapt an action plan or change a coaching approach
- Assess the impact of a coaching process on the performance of a learner in order to determine return on effort

Coaching for Knowledge Transfer Toolkit

- Knowledge transfer defined
- Key outcomes of knowledge transfer
- Knowledge transfer methods
- Knowledge transfer planning
 - Knowledge transfer plan template
 - Knowledge transfer analysis worksheet
 - Knowledge transfer plan form
 - Task/Activity knowledge transfer tool
- Measure knowledge transfer
 - Measure level of knowledge template
- GROW coaching model
 - Knowledge transfer aid: GROW Model
- Coaching feedback
- Appendix 1: Delegating

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

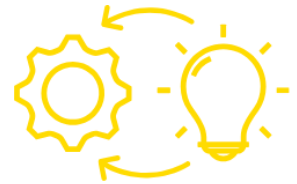


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*