



**Leadership Academy**

Kent, Surrey and Sussex  
Thames Valley and Wessex

# **Coaching Conversations for Primary Care 1-day Masterclass**

Asking the right questions at the right time and  
in the right way





**This masterclass is for people working in primary care across Kent, Surrey, Sussex, Thames Valley and Wessex, who wish to develop the skills of holding coaching conversations with colleagues and enhance their leadership style.**

A coaching leadership style helps create a more positive workplace environment, empowering staff to take greater ownership and responsibility for their work. Through coaching, you will help people become more self-aware, increasing their openness to personal learning and growth. In addition, you will reinforce strengths and explore challenges of work-related issues.

Coaching conversations are an important way to support continuous improvement, by increasing creativity and learning which, in turn, enhances patient experience and care.

The masterclass explores the skills required to enable coaching conversations and provides the opportunity to practice and receive feedback from peers in a safe space.

This one-day funded masterclass is for clinical and non-clinical colleagues working in Primary Care, including GPs, Practice Managers, Practice Nurses and any other clinical and non-clinical Primary Care staff.

## **Learning Objectives**

By the end of this innovative masterclass participants will:

- Understand the benefits of using coaching skills in all different types of conversations
- Have a set of 'tools' that can be used to introduce a coaching approach in conversations with colleagues
- Receive feedback on their own approach, from peers on the programme

## **Available dates:**

- **2<sup>nd</sup> October** – Maidstone – [book here](#)
- **22<sup>nd</sup> October** – Guildford – [book here](#)
- **5<sup>th</sup> November** – Guildford – [book here](#)



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**Facilitator: Pam Fricker**

Pam is an Associate of the NHS Leadership Academy with a special interest in coaching and mentoring. She has worked on the national NHS 'Coach to Lead' programme since its inception, developing and updating it as an experienced facilitator.

Knowledgeable and enthusiastic, Pam engages with programme participants, delivering effective and challenging sessions where learning takes place in a supportive environment.

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**Keep in touch:**

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