



**BAYES**  
BUSINESS SCHOOL

CITY ST GEORGE'S  
UNIVERSITY OF LONDON

# Coaching Level 5 for Healthcare Professionals

Learn the art of coaching to enhance the quality of your conversations, develop your management skills and help cultivate a culture of inclusion and growth.

## Key information

Hybrid programme combining online and face-to-face teaching at Bayes Business School's City of London campus

### Fee

£5,000 fully paid through the apprenticeship levy

Please contact us direct if you are interested in the programme but not eligible for apprenticeship levy funding.

### Dates

Starts early June 2026, please contact Ruth Velenski for more details.  
Email: [ruth.velenski.1@citystgeorges.ac.uk](mailto:ruth.velenski.1@citystgeorges.ac.uk)

### Duration and delivery mode

- 12 months teaching, including 6 days in person on campus and 3 days online classroom learning
- Followed by 3 months preparation and completion of the End-Point- Assessment (EPA)



Find out more

## Programme overview

- Learn a variety of coaching frameworks and models to confidently use coaching techniques in the workplace.
- Gain an overview of the latest thinking on coaching theory and practice and how it can be applied in healthcare organisations to promote the quality of conversations, learning and managing.
- Accelerate coaching skills with practical sessions including group supervision, coaching pairs sessions and 50 hours of coaching with practice coachees.

## Teaching

Teaching is done by professional coach practitioners from the Bayes faculty who have extensive experience of teaching and developing senior healthcare professionals across a wide range of trusts and specialisms.

## Qualifications and accreditation

- A level 5 Coaching Apprenticeship awarded on completion.
- Accreditation from one of the top 3 internationally-recognised professional coaching bodies.

## Target audience

The programme is for healthcare professionals who are interested in developing themselves and others. This might be in a leadership or management role, a specialist role in Human Resource Management, Learning and Development, Organisation Development or in a clinical role that involves mentoring and coaching formally or informally.

The programme is designed for employees who want to coach one-to-one as part of an organisational coaching network and for those who will use it to enhance their own professional and management capabilities.

## Focus and structure

The programme is designed to develop the knowledge, skills and behaviours of healthcare professionals and to support the quality and professionalism of coaching and coaching conversations in healthcare organisations.



### Module 1 Coaching fundamentals

Explore the evidence for coaching and what differentiates it from mentoring and counselling. Understand the principles of emotional intelligence and its relationship to coaching, the role of reflective practice in coaching and how it is key to learning, self-awareness and self-care. Introduce goal-setting and person-centred coaching models.



### Module 2 The coaching process and communication skills

Enhance key communication skills such as building trust and rapport, active listening, incisive questions, reflecting back and delivering feedback using various coaching models. Learn the key components of the coaching process such as contracting, coaching protocols, relevant legislation and ethical considerations.



### Module 3 Your coaching practice

Develop individual coaching style and CPD practice through an understanding of coaching models, meeting client's needs, diversity and inclusion, self-awareness and evaluating the effectiveness of coaching.



### Module 4 Coaching in context

Discover how coaching works in an organisational context through an understanding of organisational psychology, stakeholder management and contracting and how coaching helps develop a listening, compassionate and learning-focussed culture.

“The course has significantly improved my approach to handling difficult conversations with colleagues, patients, and families.”

Dr Rohit Saxena  
Cardiac Intensive Care Consultant, Great Ormond Street

“Since starting the course, I’ve begun coaching formally within my organisation and have also applied coaching principles in one to one and team meetings. This has led to noticeable changes in how I approach conversations and positive shifts in team dynamics.”

Frankie, Northfield, Head of Physiotherapy, King’s College Hospital

## Programme benefits

### Individual

- Grow management confidence
- Develop and motivate others
- Manage performance
- Get the best out of teams
- Understand human behaviour better
- Develop own coaching style
- Embody and encourage a culture of listening, respect and equality

### Organisational

- Provide support for employees
- Manage conflict at an early stage
- Create alignment between organisational values and objectives
- Improve employee satisfaction and staff retention
- Build leadership capability and talent succession planning
- Build stronger teams
- Improve patient outcomes

#### For more information:

W: [www.bayes.city.ac.uk/apprenticeships/level-5-coaching](http://www.bayes.city.ac.uk/apprenticeships/level-5-coaching)

E: [ruth.velenski.1@citystgeorges.ac.uk](mailto:ruth.velenski.1@citystgeorges.ac.uk)

T: + 44 (0)20 7040 5251

#### Or the Apprenticeship team:

E: [apprenticeships@citystgeorges.ac.uk](mailto:apprenticeships@citystgeorges.ac.uk)

## Teaching faculty



**Natasha Maw** is Programme Director of Leadership Development and Coaching at Bayes Business School

where she has been instrumental in integrating personal leadership development and coaching practice into a number of MSc programmes.

She has worked with a number of organisations to develop leadership capacity through coaching and training such as the BBC, Radio Free Europe, the Foreign and Commonwealth Office, Great Ormond Street, UCLH and other NHS trusts.

She is a trained executive coach, mediator and facilitator and is qualified as an NLP Master Practitioner. She is a member of the Association for Coaching.



**Lisa Barry** is a coach and business psychologist who specialises in leadership development and

coaching. Visiting Lecturer with the Centre for Charity Effectiveness (CCE), part of Bayes Business School.

Lisa's experience includes developing and leading leadership and coaching programmes. She has developed and led internal coaching programmes, focussing on building a coaching culture and establishing and developing internal coaching cohorts.

Lisa holds an MSc in Occupational Psychology and the Advanced Practitioner in Executive Coaching. Professional memberships include the Association for Business Psychology, the Association for Coaching and the European Coaching and Mentoring Council.

