

COACHING SKILLS

Adopt a coaching mindset for better leadership

◆ ABOUT THE COURSE

Traditional command-and-control leadership styles no longer drive the innovation and problem-solving today's teams require. This session presents a coaching-led approach to management: an accessible, high-impact style that helps managers unlock greater independence and productivity in their teams.

You will explore what coaching as a manager looks like in action; the communication skills required to be an effective coach; and a framework for any coaching conversation. You will learn to manage in a way that saves you time and gets better results.

◆ SESSION AGENDA

01 The Case for Coaching

Understand why coaching-led management outperforms traditional command-and-control styles, and what makes it a distinct approach to developing people.

02 Opportunities for Coaching

Identify the three moments to bring coaching into your management: in-the-moment conversations, informal discussions and planned reviews.

03 In-The-Moment Coaching

Learn to spot and use everyday opportunities to coach rather than jumping straight to advice.

04 The Coaching Conversation

Apply a simple three-stage framework to structure any coaching conversation, from goal to action.

05 The Coaching Conversation Skills

Recognise the core skills, especially listening and questioning, that underpin an effective coaching conversation.

06 Listening

Build the attentive listening habits that make coaching conversations work.

07 Questioning

Ask better open and closed questions that spark insight, ownership and commitment.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.

◆ INTERACTIVE EXERCISES

Coaching Word Association

Brainstorm what coaching means to you, then compare it with the working definition.

Traditional vs Coaching-Led Responses

Compare how a traditional manager and a coaching-led manager would respond to the same problem.

Coaching Conversation

Practise the coaching conversation framework and review the key skills needed.

Questions Instead of Answers

Practise asking questions instead of giving your opinion.

Your Listening Pitfalls

Work through a checklist of common listening pitfalls and mark the ones to work on.

Reworking Closed Questions

Rework closed or leading questions into open, coaching-style alternatives.

Overcoming Coaching Obstacles

Identify the obstacles to adopting a coaching-led style and agree ways to overcome them.

◆ LEARNING OUTCOMES

- ◆ Achieve greater impact with less effort through a coaching mindset.
- ◆ Build stronger, more open communication with teams.
- ◆ Foster independence as individuals bring solutions, not just problems.
- ◆ Guide, motivate and inspire others with confidence.