

# Mastering Effective Coaching & Counseling Skills Workshop

18 – 22 January 2027  
Geneva (Switzerland)

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## Mastering Effective Coaching & Counseling Skills Workshop

**Ref:** 321607\_165301 **Date:** 18 – 22 January 2027 **Location:** Geneva (Switzerland) **Fees:** 5200 GBP

### Why This Course

Effective leadership goes beyond directing tasks — it requires the ability to guide, support, and develop team members. Coaching and counseling skills are critical tools for managers and supervisors to enhance employee performance, foster engagement, and build resilient, high-performing teams.

This intensive 5-day workshop is designed to equip participants with practical coaching and counseling capabilities. Through hands-on exercises, real-world scenarios, and structured frameworks, attendees will learn how to communicate effectively, provide constructive feedback, and address performance challenges confidently.

### What You'll Learn and Practice

By attending this program, you will be able to:

- Apply coaching and counseling principles to improve employee performance and development.
- Communicate effectively through active listening, powerful questioning, and feedback techniques.
- Set clear, achievable goals and guide employees toward success.
- Address performance issues, resolve conflicts, and support team well-being.
- Develop a personalized coaching style and action plan for your team.

### The Program Flow

#### Day 1: Foundations of Coaching and Counseling

- Understanding the role and impact of a coach and counselor
- Distinguishing between coaching and counseling approaches
- Building emotional intelligence
- Establishing trust and rapport with employees

#### Day 2: Essential Communication Skills

- Mastering active listening techniques
- Using effective questioning strategies to guide conversations
- Recognizing and leveraging non-verbal communication
- Giving and receiving feedback constructively

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### **Day 3: The Coaching Process**

- Structured coaching models GROW, OSKAR
- Setting SMART goals for performance and development
- Developing actionable coaching plans
- Overcoming obstacles and resistance during coaching

### **Day 4: Counseling Techniques**

- Identifying and addressing performance issues
- Conducting challenging or sensitive conversations
- Conflict resolution strategies in the workplace
- Supporting employee well-being and engagement

### **Day 5: Practical Application and Integration**

- Role-playing coaching and counseling scenarios
- Peer feedback and self-reflection exercises
- Creating a personal coaching and counseling style
- Developing an actionable coaching plan for team implementation

## **Individual Impact**

Participants will leave the course with:

- Enhanced confidence in coaching and counseling employees effectively.
- Stronger communication and interpersonal skills.
- Practical tools to address performance challenges and foster team development.
- A personalized action plan for integrating coaching and counseling into daily leadership.

## **Organizational Impact**

Organizations will benefit from:

- Leaders capable of motivating and engaging teams to achieve higher performance.
- Improved employee development and retention through structured support.
- Enhanced workplace culture centered on feedback, growth, and collaboration.
- More effective resolution of performance and interpersonal challenges.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

## Training Methodology

- Interactive workshops and scenario-based exercises
- Role-playing and peer feedback sessions
- Structured coaching and counseling frameworks
- Practical action planning for immediate workplace application

## Beyond the Course

By the end of the five days, participants will be prepared to:

- Lead with empathy, clarity, and confidence.
- Conduct productive coaching and counseling sessions that drive results.
- Support employee growth and engagement strategically.
- Contribute to building a high-performing and resilient organizational culture.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) positioned on it. The board is checkered and has a subtle grid pattern. The text 'UK Training' is written above the word 'PARTNER' in a bold, sans-serif font.

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