Mastering Coaching Skills: Empowering Leaders and Teams

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Orlando, Florida (USA)

UK Traininig
PARTNER



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Why This Course

Coaching is one of the most effective ways to unlock potential, improve performance, and support continuous development. In modern organizations, people need more than instructions and performance reviews. They need meaningful conversations, guidance, encouragement, feedback, and space to reflect, learn, and take ownership of their growth.

Effective coaching helps individuals build confidence, solve problems, improve performance, and develop new capabilities. It also strengthens trust, communication, accountability, and engagement across teams. When coaching becomes part of daily leadership practice, organizations create a culture where people feel supported, challenged, and motivated to perform at their best.

This comprehensive 1-week coaching skills training course equips participants with the essential tools and techniques needed to become effective coaches. Through interactive sessions, practical exercises, role plays, and real workplace scenarios, participants will develop a coaching mindset, master key coaching competencies, and learn how to integrate coaching into everyday leadership and team development.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals of coaching and its impact on individual and organizational success.
- Develop a coaching mindset based on trust, curiosity, support, and accountability.
- Differentiate coaching from mentoring, training, advising, and managing.
- Apply core coaching competencies in professional conversations.
- Use active listening techniques to understand needs, challenges, and goals.
- Ask powerful questions that encourage reflection and ownership.
- Develop empathy, emotional intelligence, and rapport in coaching relationships.
- Structure coaching conversations using practical models such as GROW.
- Set SMART goals and create actionable development plans.
- Provide constructive feedback that supports positive change.
- Manage difficult coaching conversations with confidence.
- Adapt coaching styles to different personalities and performance needs.
- Integrate coaching into daily leadership practices.



The Program Flow

Day 1: Foundations of Coaching

- Introduction to coaching principles and benefits.
- Understanding the value of coaching in performance and development.
- The coaching mindset and why it matters.
- Differentiating coaching from other development approaches.
- Core coaching competencies overview.
- Building trust and psychological safety in coaching relationships.
- Practical exercise: Assessing your current coaching style and development priorities.

Day 2: Essential Coaching Skills

- Active listening techniques for deeper understanding.
- Powerful questioning strategies.
- Encouraging reflection, ownership, and problem-solving.
- Developing empathy and emotional intelligence.
- Non-verbal communication in coaching.
- Building rapport and creating open dialogue.
- Role play: Practicing active listening and questioning in a coaching conversation.

Day 3: Structuring Coaching Conversations

- The GROW model for coaching conversations.
- Setting clear coaching objectives.
- Setting SMART goals in coaching sessions.
- Creating actionable plans and commitments.
- Encouraging accountability and follow-through.
- Overcoming obstacles, hesitation, and resistance.
- Workshop: Structuring a complete coaching conversation using the GROW model.

Day 4: Advanced Coaching Techniques

- Providing effective and constructive feedback.
- Balancing support, challenge, and accountability.
- Managing difficult conversations in coaching.
- Coaching for performance improvement.
- Supporting motivation, confidence, and behavior change.
- Adapting coaching styles to different personalities and situations.
- Practical exercise: Coaching through a performance improvement scenario.



Day 5: Implementing Coaching in Organizations

- Creating a coaching culture.
- Integrating coaching into daily leadership practices.
- Using coaching in one-to-one meetings, performance reviews, and development conversations.
- Measuring the impact of coaching.
- Continuous development as a coach.
- Building a personal coaching toolkit.
- Final activity: Creating a coaching action plan for workplace implementation.

Individual Impact

- Increase confidence in conducting effective coaching conversations.
- Strengthen listening, questioning, feedback, and emotional intelligence skills.
- Improve your ability to motivate and develop others.
- Build stronger trust and rapport in professional relationships.
- Gain practical tools for handling coaching challenges and resistance.
- Develop a clear personal plan for continued growth as a coach.

Work Impact

- Improve team performance, engagement, and accountability.
- Strengthen leadership effectiveness through better development conversations.
- Support employee growth, confidence, and capability building.
- Create more constructive feedback and performance improvement practices.
- Foster a culture of learning, ownership, and continuous development.
- Improve communication and trust across teams and departments.

Training Methodology

This program uses a practical and highly interactive approach to help participants build real coaching confidence. Learning methods include:

- Interactive discussions and guided facilitation.
- Coaching mindset and style self-assessments.
- Active listening and powerful questioning exercises.
- GROW model coaching practice.
- Feedback and difficult conversation role plays.
- Emotional intelligence and rapport-building activities.
- Coaching scenarios based on workplace challenges.
- Peer feedback, facilitator coaching, and personal action planning.



Beyond the Course

Upon completion, participants will be equipped to coach others with greater confidence, clarity, and professionalism. They will return ready to:

- Conduct effective coaching conversations.
- Apply practical coaching techniques immediately.
- Use active listening and powerful questions to unlock potential.
- Set clear goals and support actionable development plans.
- Motivate and develop team members more effectively.
- Integrate coaching into daily leadership practices to drive stronger performance and organizational success.

