Coaching for Leaders

Effective coaching conversations are a powerful tool for leaders to support their teams and clients in setting goals, monitoring performance, addressing challenges, and providing feedback. This session equips leaders with the skills to adopt a coaching approach - building rapport, listening actively, and asking insightful questions. By the end of the session, participants will have hands-on experience in developing the thinking of others.

Learning Objectives

- Build the ability to listen well and ask insightful questions
- Learn how to use contracting and re-contracting to build trust and rapport
- Apply the GROW model to structure practical, future-focused conversations
- Practise (under guidance) the use of coaching conversations in different scenarios

Learning Outcomes

- Participants successfully apply a coaching style with their teams and clients to:
  - develop realistic goals
  - monitor development
  - provide guidance
  - address performance issues
  - deliver timely, actionable feedback
- Participants actively listen and respect the opinions and perspective of others
- Participants learn to ask questions and not give advice too early, if at all

The Session

The session begins by exploring when coaching is the most effective communication style, compared to directive leadership, mentoring, or giving advice. Participants will examine barriers to effective listening and learn techniques to enhance their ability to tune into conversations.

Next, the focus shifts to asking powerful questions. Participants will learn to differentiate between open-ended, exploratory questions and the limitations of closed or leading questions. A structured coaching model will help them develop a repertoire of effective questions.

The course also covers the role of clear agreements in coaching relationships and how these conversations can be integrated into leadership strategies.

A live coaching demonstration will provide a real-time example of effective coaching in action. Participants can then practise their skills, receive feedback, and reflect on how to embed their learning into daily leadership practice.

"One of the most valuable courses I have been on; techniques which can be applied not only in coaching, but in normal client engagements, and with our team."

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