

COACHING IN THE WORKPLACE



Management & Leadership Course

LEARNING OUTCOMES

- Explain the purpose and benefits of coaching, and recognise when it is the most effective development tool.
- Identify and adapt coaching styles to suit different individuals, situations, and performance levels.
- Understand how adults learn, what drives behaviour, and how personal preferences influence coaching outcomes.
- Use coaching techniques to motivate others, improve performance, and manage challenging behaviours effectively.
- Establish rapport, trust, and open communication to create productive and supportive coaching environments.
- Apply questioning, listening, feedback, and goal-setting techniques to structure effective coaching sessions that achieve measurable outcomes.

COURSE OVERVIEW

This practical, interactive course introduces the key principles of effective workplace coaching. Designed for those with little or no formal coaching experience, it helps participants develop the skills and confidence to support, motivate, and empower others.

Through discussions, role-plays, and real-life scenarios, delegates will learn how to give constructive feedback, improve relationships, and enhance individual and team performance. The course also explores what drives human behaviour and how to use coaching techniques to address challenges and boost results.

TOPICS COVERED IN THIS COURSE

Understanding Coaching

Explore what coaching is, how it differs from training or mentoring, and how effective coaching drives individual and organisational performance.

Coaching Styles and Approaches

Learn about different coaching styles, when to use them, and how to adapt your natural approach to meet the needs of different people and situations.

Coaching Framework and Learning Styles

Understand how coaching fits within the Learning and Development Cycle and discover how to adapt your style to suit different learning preferences for better results.

Performance and Motivation

Examine the four levels of performance, what drives behaviour, and how to motivate and engage individuals, even in challenging situations.

Core Coaching Skills

Build key skills in questioning, active listening, and rapport building to create open, productive coaching conversations.

Effective Feedback

Use proven models to give constructive feedback that motivates improvement and strengthens working relationships.

Goal Setting and The GROW Model

Apply the GROW Model and SMART objectives to structure coaching sessions, set clear goals, and support measurable progress.

Practical Coaching and Development Planning

Practise real coaching conversations, receive feedback on your style, and create an action plan to embed your new skills back at work.