Mastering Coaching Skills for Effective Team Management

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Amman (Jordan)



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Ref: 20262608_205949 Duration: 13 Days Location: Amman (Jordan) Fees: 4200 GBP

Why This Course

Managers play a major role in shaping team performance, motivation, and professional growth. In today's workplace, effective management is no longer limited to giving instructions, monitoring tasks, and evaluating results. Managers are also expected to coach, guide, support, and develop their team members so they can perform with confidence and continue improving.

Coaching helps managers build trust, improve communication, increase accountability, and unlock the potential of individuals and teams. When coaching becomes part of daily management practice, employees feel more engaged, performance conversations become more productive, and development becomes a shared responsibility.

This comprehensive 1-week course equips managers with practical coaching skills to enhance team performance, collaboration, and engagement. Through interactive discussions, real-world scenarios, coaching practice, and action planning, participants will learn how to ask better questions, listen actively, set clear goals, provide constructive feedback, address performance issues, and build a coaching culture within their teams.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals of coaching and its impact on team performance.
- Clarify the manager's role as a coach and performance enabler.
- Build trust and rapport with team members.
- Develop active listening skills for more effective coaching conversations.
- Use powerful questioning techniques to encourage reflection and ownership.
- Provide feedback that is clear, constructive, and motivating.
- Apply emotional intelligence in coaching situations.
- Set SMART goals for individuals and teams.
- Create practical development plans with clear actions and follow-up.
- Address performance gaps and underperformance with confidence.
- Motivate high performers and support continued growth.
- Integrate coaching into daily management routines.



The Program Flow

Day 1: Foundations of Coaching for Managers

- Introduction to coaching principles and benefits.
- Understanding the difference between coaching, mentoring, training, and managing.
- The manager's role as a coach.
- Core coaching competencies for managers.
- Building trust, credibility, and rapport with team members.
- Creating a safe environment for open and honest conversations.
- Practical exercise: Assessing your current coaching style and opportunities for improvement.

Day 2: Essential Coaching Skills

- Active listening techniques for deeper understanding.
- Using silence, reflection, and summarizing in coaching conversations.
- Powerful questioning strategies that encourage ownership and problem-solving.
- Providing effective feedback that supports improvement.
- Emotional intelligence in coaching.
- Managing emotions and resistance during coaching discussions.
- Role play: Practicing a structured coaching conversation.

Day 3: Goal Setting and Action Planning

- Setting SMART goals for individuals and teams.
- Translating performance expectations into clear development objectives.
- Creating practical development plans.
- Defining actions, milestones, responsibilities, and success measures.
- Accountability and follow-up strategies.
- Overcoming obstacles, hesitation, and resistance.
- Workshop: Building a development plan for a real team member scenario.

Day 4: Performance Coaching

- Identifying performance gaps and their root causes.
- Preparing for performance coaching conversations.
- Conducting coaching conversations with clarity and respect.
- Addressing underperformance constructively.
- Motivating high performers and supporting career growth.
- Balancing support, challenge, and accountability.
- Role play: Managing a performance coaching conversation.



Day 5: Building a Coaching Culture

- Integrating coaching into daily management practices.
- Creating regular coaching routines and feedback moments.
- Fostering a growth mindset within the team.
- Encouraging peer coaching and shared learning.
- Measuring the impact of coaching on performance, engagement, and development.
- Building a practical coaching toolkit for workplace use.
- Final activity: Creating an action plan for implementing coaching practices with your team.

Individual Impact

- Strengthen your confidence in coaching and developing team members.
- Improve communication skills for more productive conversations.
- Build stronger active listening, questioning, and feedback capabilities.
- Increase confidence in addressing performance issues professionally.
- Improve your ability to motivate both struggling and high-performing employees.
- Leave with practical coaching tools you can apply immediately.

Work Impact

- Improve team performance, engagement, and accountability.
- Strengthen trust and collaboration between managers and employees.
- Support employee development and talent growth.
- Improve the quality of feedback and performance conversations.
- Reduce recurring performance issues through clearer coaching and follow-up.
- Build a stronger culture of learning, ownership, and continuous improvement.

Training Methodology

This program uses a practical, interactive, and skills-based approach to help managers apply coaching techniques in real workplace situations. Learning methods include:

- Interactive discussions and guided facilitation.
- Coaching style self-assessments.
- Real-world management scenarios and case studies.
- Active listening and powerful questioning exercises.
- Role plays for feedback and performance coaching conversations.
- Development planning workshops.
- Peer feedback, facilitator coaching, and personal action planning.



Beyond the Course

Upon completion, participants will be ready to coach their teams with greater confidence, structure, and consistency. They will return prepared to:

- Use coaching techniques in daily management conversations.
- Set clear goals and create practical development plans.
- Provide feedback that improves performance and motivation.
- Address underperformance with confidence and professionalism.
- Support high performers in continued growth.
- Build a coaching culture that strengthens engagement, collaboration, and team success.

