

# Unlocking Potential: Coaching Skills for Leaders

Great leaders don't just provide answers — they ask the right questions. In today's fast-paced work environment, coaching is a key leadership skill that helps unlock potential, build trust, and support meaningful development.

In this session, you'll explore practical coaching techniques like effective questioning, active listening, and delivering growth-oriented feedback. You'll also learn how to use the GROW model to structure impactful conversations that lead to clarity and action.

Whether you're guiding high performers or supporting team members through challenges, this session will equip you with simple, powerful tools to integrate coaching into your everyday leadership.

## Learning Objectives

- Define what coaching is (and isn't) and recognise how a coaching approach supports team development and performance.
- Practise using effective questioning, active listening, and developmental feedback to unlock your team's potential.
- Learn how to guide team members toward setting goals, identifying solutions, and taking ownership of their growth.

## Content Outline

### **From Directive to Developmental: Embracing the Coaching Mindset**

- Understand the difference between directive leadership and a coaching approach
- Recognise when to coach versus when to instruct or advise
- Explore how a coaching mindset supports autonomy, trust, and engagement

### **The Art of Coaching: Core Skills That Inspire Growth**

- Practise using open-ended questions to spark reflection and insight
- Learn active listening techniques that show presence and build rapport
- Deliver feedback that encourages learning and forward momentum

### **Coaching in Action: Turning Conversations into Commitment**

- Co-create action plans that align with individual development goals
- Embed coaching moments into day-to-day leadership and performance check-ins