

Coaching Skills for Leaders

In this 3-hour interactive workshop, managers will build practical coaching skills to hold more effective, growth-oriented conversations with their teams. Participants will explore what coaching really is, learn a simple framework for structuring a coaching conversation, and develop core skills in active listening and powerful questioning. Through guided discussion, paired reflection, and structured practice, participants will leave with a coaching approach they can apply with their teams straight away.

Learning Objectives

- Differentiating coaching, mentoring, and training, and where each one fits.
- Unpacking the ICF definition of coaching and what "partnering" means in practice.
- Reflecting on how much airtime they typically take up in conversations with their team.

Content Outline

The ACT Arc: A Simple Map for Coaching Conversations

- Introducing the ACT arc — As Is, To Be, Change — as a structure for any coaching conversation.
- Recognising why most leaders jump straight to Change, and why coaching deliberately slows that down.
- *Activity: Pair reflection mapping a recent team conversation against the arc.*

Active Listening

- Distinguishing between listening to reply and listening to understand.
- Learning what to listen for beyond words — emotions, energy shifts, and patterns.
- *Activity: Structured pair-share practice in full-presence listening.*

Asking Good Questions

- Applying four principles of powerful inquiry: one question at a time, curiosity over agenda, short questions, and comfort with silence.
- Recognising advice disguised as questions, and how to ask instead.

Bringing It Together: Coaching Practice

- Applying the ACT arc, listening, and questioning skills in one full coaching conversation.
- Practising both sides of the conversation, as coach and as coachee.
- *Activity: Two rounds of structured pair coaching practice using guided prompts, followed by group debrief.*