

Impactful Coaching: Measurable Results, Sustainable Performance

Core skills developed



Decision making & judgement



Leading self & others



Analytical thinking & problem solving



Collaboration & teamwork



Adaptability & learning agility



Relationship & stakeholder management



Emotional Intelligence (EQ)



Effective communication

Benefits

Individual autonomy, personal responsibility and sharpened performance

As work becomes increasingly self-directed, the ability to solve problems independently is a critical requirement for maintaining momentum across the organisation. Effective coaching unlocks the capability of others to find their own solutions and commit to progress without constant supervision, leading to a culture of self-sufficiency and personal ownership.

This course develops a principled and enquiry-led approach to coaching. Participants work on building a strong coaching presence, asking better questions and creating the right conditions for others to resolve performance plateaus. They explore strategies for using coaching to give constructive feedback in day-to-day interactions, ensuring that conversations identify clear and actionable resolutions. The result is a noticeable increase in individual autonomy, more consistent achievement of performance targets and a workforce capable of delivering a measurable contribution.

- ✓ Course participants will operate with greater personal effectiveness and credibility in performance and development conversations where self-reflection, awareness and commitment matter.
- ✓ Stakeholders will see stronger ownership and more consistent follow-through in performance and development expectations.
- ✓ Your organisation will see greater self-sufficiency and decision quality across the workforce, harnessing personal direction and innate talent to raise performance standards.

Modules

Your coaching role & professional credibility 1

- Defining the coaching role to establish professional credibility and trust
- Assessing personal capability to set goals that move beyond giving direct instruction

Competency: Establish a credible coaching role by identifying personal strengths and areas for improvement to ensure purposeful guidance

A shared coaching path and secured commitment 2

- Using a structured framework to provide conversations with direction and pace
- Shaping motivating goals that encourage progress and personal commitment

Competency: Apply a structured framework to focus conversations for securing strong individual ownership of results

Context, perspective and possibility 3

- Interpreting the coachee's workplace context and the pressures impacting their success
- Challenging existing perceptions to broaden perspective and uncover new opportunities

Competency: Interpret coachee context using insight and perspective to enable professional breakthroughs

Creating safety and openness in coaching conversations 4

- Building rapport quickly to create the openness required for productive coaching
- Navigating emotional signals to understand meaning and build trust within the relationship

Competency: Use attentive listening to navigate emotional signals for creating the safety needed for open dialogue

Questions that deepen thinking 5

- Applying diverse questioning styles to explore reality and challenge existing assumptions
- Facilitating clarity through focused dialogue to secure a firm professional commitment

Competency: Use purposeful questioning to deepen thinking for moving conversations towards clear, actionable results

Integrating coaching skills in practice 6

- Integrating structure, listening and questioning within full coaching conversations
- Reviewing feedback to sharpen strengths and identify priorities for improvement

Competency: Demonstrate integrated coaching skills and apply structured feedback to set goals for continued improvement

Presence and judgement under pressure 7

- Strengthening coaching presence to maintain trust and focus during difficult interactions
- Adapting to common coaching challenges while keeping the conversation moving forward

Competency: Project a steady professional presence when navigating relational roadblocks to maintain momentum and trust

Embedding coaching in professional practice 8

- Turning day-to-day feedback and casual dialogue into coaching opportunities
- Using formal sessions to solidify personal ownership and agree next steps

Competency: Integrate coaching techniques into formal and casual interactions to secure secure self-directed performance and long-term accountability

Outcomes

- ★ Lead coaching conversations with clear focus and direction, helping others make sense of priorities and identify practical next steps.
- ★ Apply coaching structure, listening and questioning with greater judgement, enabling more focused and effective coaching conversations.
- ★ Manage coaching conversations effectively when pressure or emotion is present, keeping dialogue constructive and on track towards purposeful resolutions.