



WORKPLACE COACHING

"The best minute you spend is the one you invest in people." – Ken Blanchard

Coaching is no longer just for formal development sessions. This course helps leaders shift from giving answers to asking the right questions. Participants will explore the difference between coaching and mentoring and practise using structured models such as GROW and SBI to guide coaching conversations. They'll analyse motivation and skill levels using the Skill-Will Matrix and build trust through empathy and active listening. By the end of the session, leaders will be better equipped to support their teams with clarity and confidence.

Key Course Content:

- Define coaching and its value in leadership.
- Distinguish between coaching and mentoring for staff needs.
- Identify effective and ineffective coaching behaviours.
- Apply the SBI model to provide feedback.
- Use the GROW model to guide coaching conversations.
- Analyse team motivation and skill using the Skill-Will Matrix.
- Demonstrate behaviours that build coaching trust.
- Reflect on leadership mindset and coaching style.
- Model empathy and active listening.
- Create an inclusive and psychologically safe environment.
- Interpret team perspectives using empathy tools.
- Recognise coaching opportunities in everyday interactions.



Target Audience:

The course can be tailored for the specific cohort. It might be existing workplace coaches or new coaches. Contact officers often undergo this training too



Duration:

This course is available as a 1 day course or a truncated ½ -day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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