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LEADERSSERIES

Coaching Conversations for Leaders

Develop leaders who coach with confidence and clarity.

This CPD-accredited course helps managers and teams build stronger, more effective communication through coaching. It develops the skills needed to move from directing to supporting, helping people think for themselves, solve problems, and grow.

Through discussion and practice, participants learn how to hold meaningful conversations that build trust, accountability, and lasting performance. The course also explores how everyday coaching habits can create openness, improve relationships, and strengthen workplace culture.

All participants receive a CPD-accredited certificate and learning materials.

Who's it for

- **HR and Learning & Development teams** introducing coaching skills into leadership programmes
- **Managers and team leaders** developing the ability to guide, listen, and motivate rather than instruct
- **Senior leaders** building trust, accountability, and open communication across teams

"85 % of managers who receive coaching outperform their peers in key leadership skills such as resilience and decision-making"

Pricing

In-person delivery

- Delivered at your site, up to 12 participants
  Contact us for a quote

E-learning delivery

- From £110 / $220 per user, per course
- Organisation licence available for larger teams

Learning Outcomes

- Understand what coaching means at work and how it differs from managing, mentoring, or giving instruction.
- Build confidence using core skills such as questioning, listening, and feedback to support meaningful performance conversations.
- Recognise how communication styles influence trust, motivation, and accountability across teams.
- Hold structured coaching conversations that improve engagement and ownership of outcomes.
- Develop awareness of personal habits and language to communicate with clarity and empathy.
- Use coaching approaches that strengthen trust and create more self-sufficient teams.
- Embed coaching habits into leadership, creating a culture where feedback and reflection drive growth.

Course structure: Coaching Conversations for Leaders

Each module focuses on building confidence through practice and reflection. The sessions help managers learn how to listen well, ask better questions, and guide people to their own answers. The goal is to help leaders bring out potential in others and make coaching a natural part of everyday work.

Module 1: Introduction to Coaching Conversations

Understand what coaching means and why it matters at work.

This module explores the difference between managing, mentoring, and coaching, showing how a coaching approach builds trust and accountability. Learners identify where coaching fits into everyday leadership and how it improves engagement, motivation, and performance. It sets the foundation for leaders to move from directing tasks to developing people, creating space for ownership and growth.

Module 2: Core Coaching Skills

Develop the essential skills that make coaching effective.

Learners practise active listening, questioning, and feedback techniques that help others reflect and find their own solutions. The focus is on staying present, asking purposeful questions, and encouraging self-awareness. This module also explores how tone, body language, and timing shape the quality of a conversation. Participants leave with practical tools to build confidence and strengthen day-to-day communication.

Module 3: The GROW Coaching Model

Learn how to structure productive coaching conversations.

This module introduces the GROW model (Goal, Reality, Options, and Way Forward) and shows how it supports clear, outcome-focused dialogue. Learners use real examples to practise keeping discussions on track, helping colleagues set realistic goals and take responsibility for action. The model gives leaders a simple, repeatable structure for consistent, effective coaching.

Module 4: Supportive but Accountable Conversations

Find the balance between empathy and accountability.

Leaders explore how to create psychological safety while still holding people responsible for outcomes. The module covers how to manage emotions, stay objective, and ask questions that challenge thinking without creating defensiveness. It helps participants handle sensitive topics, maintain boundaries, and guide improvement in a constructive, confident way.

Module 5: Coaching Practice: Real Scenarios

Turn knowledge into confident practice.

Learners apply their skills in realistic workplace scenarios, gaining feedback on how they listen, question, and guide others. The focus is on building fluency, adapting to different personalities, and responding effectively to challenges. Practice sessions give participants the confidence to use coaching techniques naturally in daily interactions.

Module 6: Embedding Coaching in the Workplace

Make coaching part of everyday leadership.

This final module explores how coaching can shape culture and performance across teams. Learners plan how to apply what they've learned, identify opportunities for coaching in meetings and one-to-ones, and consider ways to sustain momentum. The outcome is a clear plan to integrate coaching into organisational routines and support continuous learning.

Book Today

Develop emotionally intelligent leaders and teams. Bring Emotional Intelligence training to your workplace with MOS Training.

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Mapped Out Solutions (MOS) specialise in designing practical Management Operating Systems that strengthen leadership, improve stability, and support high-risk, high-demand environments.

Our work blends consultancy, training, and tools that make operational excellence achievable and repeatable.