

Coaching Skills for Managers

Available Formats

- 1 – 2 day in-person workshop.
- 8-module virtual online series.
- Follow-on group coaching cohorts.

Whether you're building a culture of coaching and candid feedback, rolling out a new performance management framework or supporting a period of rapid and transformational growth, **CSFM** gives managers the tools and techniques they need to grow performance and potential within their teams.

What will managers learn?

- ✓ How to lead high-impact conversations that take less time and lead to clearer outcomes.
- ✓ The discipline of creating agreements that strengthen commitment and follow-through.
- ✓ How to deliver candid feedback without demoralising the team or eroding trust.
- ✓ Tools for building ownership and initiative under pressure, without micromanaging.
- ✓ How to handle tough conversations, without getting derailed by emotion or pushback.
- ✓ A framework for stretching top performers and keeping emerging leaders engaged.



What results can you expect?

- ✓ Consistent people leadership across teams, creating stronger employee experiences.
- ✓ Stronger performance conversations that uphold standards and address issues early.
- ✓ Greater ownership and follow-through, reducing key-person dependency and rework.
- ✓ Less firefighting, with clearer priorities and more reliable delivery under pressure.
- ✓ Fewer upward escalations, allowing senior leaders to prioritise strategy and key decisions.
- ✓ Clearer evidence of impact, linking team performance to measurable business results.

What's in the programme?

Core Modules

Module 1 Working with performance and potential	Module 2 Introducing the coaching style of leadership	Module 3 Building your core coaching skills	Module 4 Insightful and effective coaching conversations
<p>Understanding the role of interference in performance.</p> <p>Working with hidden drivers of observable performance.</p> <p>How threat and safety affect thinking and learning.</p> <p>Using the IN-CASE® model to create psychological safety.</p> <p>Understanding the limits of traditional leadership styles.</p>	<p>How coaching differs from traditional leadership styles.</p> <p>Dispelling myths about a coaching style of leadership</p> <p>How to increase our capacity for a coaching style.</p> <p>The importance of raising awareness and responsibility.</p> <p>When to bring a coaching style to staff interactions.</p> <p>Language and behaviours that build trust and agency.</p>	<p>Establishing a toolkit of core coaching skills for managers.</p> <p>How to adopt a goal-focused, self-directed approach.</p> <p>A new way of listening that surfaces potential.</p> <p>Overcoming internal roadblocks that derail conversations.</p> <p>High-value questions that improve thinking and agency.</p> <p>How reflective statements deepen clarity and insight.</p>	<p>How to run an effective coaching conversation with GO-CREATE®.</p> <p>Creating the space for effective conversations to take place.</p> <p>How to contract effectively on goals and priorities.</p> <p>The art and science of supporting another person's thinking.</p> <p>How to complete conversations with commitment.</p>
Module 5 Creating new learning: self-directed feedback	Module 6 Coaching with emotional awareness and control	Module 7 The power of habits and hardwiring	PRACTICE LABS
<p>Understand feedback approaches that drive performance.</p> <p>Masterfully avoid triggering defensiveness / disengagement.</p> <p>Coach self-directed feedback for awareness and ownership.</p> <p>Using praise and reinforcement to strengthen behaviours.</p> <p>How to normalise regular, constructive feedback.</p>	<p>Recognise how emotion affects judgement and behaviour.</p> <p>Spot early signs of escalation in selves and others.</p> <p>Use quick regulation tools to stay calm and effective.</p> <p>Keep conversations productive when emotions are high.</p> <p>Knowing when to pause, reframe, or reset the conversation.</p>	<p>Understand how to break, build and remake habits.</p> <p>Diagnose habit triggers and patterns that drive behaviour.</p> <p>Coaching sustainable habit changes for positive impact.</p> <p>Turn commitments into follow-through.</p> <p>Build simple check-ins that sustain accountability over time.</p>	<p>Psychological safety in practice.</p> <p>Coaching in real scenarios.</p> <p>Coaching for ownership.</p> <p>Coaching with feedback.</p> <p>Recognition that drives change.</p> <p>Coaching through emotion.</p> <p>Habit coaching for follow-through.</p> <p>High-accountability completion.</p> <p>Laser coaching conversations.</p>