

Manager as Coach

Our Manager as Coach programme equips your leaders with the mindset, skills and techniques to have meaningful coaching conversations that drive performance, build trust and unlock potential.

The Programme blends coaching theory with practical tools and real-life application, enabling participants to listen deeply, ask powerful questions and support growth through everyday conversations. They'll develop the confidence to use coaching as a leadership style - helping others think for themselves, take ownership and develop capability over time.

Your managers will leave the programme feeling empowered to coach with purpose - whether supporting individual development or navigating performance challenges.



Who

All managers



Format

Face-to-face
Virtual training
Self-study



Duration

2 month programme
15-20 hours

Programme Objectives

This programme is designed to build the skills, confidence and mindset needed for managers to have effective coaching conversations that support performance and development. As a result of attending the training, participants will:

- **Recognise the benefits of coaching**
- **Identify and remove barriers to effective coaching**
- **Use the GROW model to plan and navigate coaching sessions**
- **Use active listening and dynamic questioning**
- **Create compelling objectives that are linked to business objectives and KPIs**
- **Review performance and give constructive feedback**
- **Empower people to take accountability for their own performance**

Our Solution

The Coaching Manager Mindset

- Welcome and introductions
- What is performance coaching?
- The benefits of coaching
- Identifying the barriers to effective coaching
- Coaching skills self-assessment

Core Coaching skills

- The GROW model
- Skills needed to be an effective coach
- Questioning and listening
- Goal setting
- Action planning
- Live coaching, observation and feedback

Developing your coaching skills

- Trust and rapport in coaching
- Coaching for performance and development
- Coaching through change and uncertainty
- Live coaching, observation and feedback

Balancing effective support & challenge

- Using challenge in coaching conversations
- Handling difficult conversations with a coaching approach
- Integrating feedback into coaching conversations
- Reflections and action planning



Key Benefits of the Programme

- Complete learning journey that covers all aspects of trainer development
- This programme can be tailored to fit your business need
- Can be run in multiple languages via our global network of trainers
- The focus is on practical application and real situations
- Learning cascades through trainer's sessions into wider organisation

The Learning Journey

We offer a range of different approaches for our Manager as Coach Programme. It can be delivered as a two day Face-to-Face programme supported by a Virtual Kick Off (VKO) and Virtual Follow Up (VFU). Alternatively, we're also able to deliver this as a fully virtual programme.

Face-to-Face Programme (plus virtual sessions)

Preparation

- Reflect on leadership journey
- Read assigned material

2 weeks before

VKO

- Introduction
- Orientation
- Sharing of objectives
- Course expectations and ways of working

1 hour

Face-to-Face

- **Module 1:** The Coaching Manager Mindset
- **Module 2:** Core Coaching Skills
- **Module 3:** Developing your coaching skills
- **Module 4:** Balancing effective support and challenge

2 days

VFU

- Wrap up of programme
- Action and next steps

1 hour

Virtual Programme

• Virtual Kick off

- **Module 1:** The Coaching Manager Mindset
 - Self Study
- **Module 2:** Core Coaching Skills
 - Peer coaching
- **Module 3:** Developing your coaching skills
 - Self Study
- **Module 4:** Balancing support & challenge
 - Peer coaching
- **Virtual Follow up**

4 x 3 hours plus 2 x 1 hour VKO/VFU

Why train with us?

Our customers tell us that we are different and that working with us is different too. Here's what sets us apart:

- **We customise all our solutions:** We pride ourselves on developing fully tailored solutions for each and every client
- **We have global expertise:** Our specialism is rolling out global Programmes in 20+ languages
- **We are dedicated to changing behaviour:** Our solutions are not about delivering content, our aim is to change behaviour so that your people behave differently & improve performance
- **We are transparent and open:** We're good at building long-term client relationships because we are friendly, approachable and have a transparent approach to pricing.



People
Development
Specialists

Business Linked Teams is a global people development company headed by Samantha Caine, FCIPD. We empower development and enhance capability through bespoke learning solutions and carefully curated change initiatives.



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