

COACHING SKILLS FOR POLICE SUPERVISORS



GENTEX[®]
TRAINING CENTER



Introduction

Police supervisors develop officers in conditions where mistakes carry real consequences, and instruction alone rarely builds the judgement that policing demands. The Coaching Skills for Police Supervisors Training Course develops coaching as a working supervisory skill in that environment. Participants learn to run structured coaching conversations, use recognised models such as GROW, and support officers through competence development and operational pressure. Furthermore, the course covers listening, questioning, feedback, and coaching after incidents. In addition, it addresses discipline, welfare, and coaching across ranks. As a result, participants return able to develop officers on and off duty rather than only correcting them.

Coaching Skills for Police Supervisors Course Objectives

- Distinguish coaching from instructing, mentoring, and discipline.
- Apply the GROW model to supervisory coaching conversations.
- Use powerful questioning and active listening under operational pressure.
- Establish coaching agreements with clear goals and confidentiality limits.
- Give developmental feedback using the SBI model.
- Coach officers through competence development and reassessment.
- Coach following incidents, near misses, and operational reviews.
- Support officer welfare and resilience through coaching conversations.
- Coach across ranks, experience levels, and cultural backgrounds.
- Measure coaching impact with competence and performance indicators.

Course Methodology

- Instructor-led sessions linking coaching practice to policing supervision.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Coaching triad exercises with structured observer feedback.
- Case studies from operational, investigative, and community policing settings.
- Role-play exercises on feedback, welfare, and difficult conversations.
- Group workshops building coaching plans and competence frameworks.
- Continuous knowledge checks and a final assessed coaching project.

Who Should Take This Course

- Police supervisors, sergeants, and inspectors.
- Station and unit commanders responsible for development.
- Training and competence assurance officers.
- Field training officers and mentors.
- Professional standards and welfare supervisors.
- Officers moving into supervisory responsibility.

Coaching Skills for Police Supervisors Course Outlines

Day 1: Coaching Foundations for Police Supervision

- What coaching is and what it is not in a policing context.
- Coaching versus instructing, mentoring, and disciplinary process.
- The coaching mindset: curiosity, patience, and non-directive support.
- Coaching agreements, boundaries, and confidentiality limits.
- Legal, ethical, and professional standards in coaching officers.
- When coaching is not the right intervention.
- Workshop: running a first structured coaching conversation.





Day 2: Core Coaching Skills

- Active listening in interrupted and high-pressure environments.
- Powerful questioning that builds judgement rather than dependence.
- Summarising and confirming to reach clear actions.
- Reading non-verbal signals and stress indicators.
- Giving feedback within a coaching conversation using the SBI model.
- Managing your own urge to issue instructions.
- Workshop: coaching skills triad practice with feedback.

Day 3: The GROW Model in Police Practice

- GROW stages: goal, reality, options, will.
- Setting coaching goals tied to role competence and standards.
- Exploring reality honestly without assigning blame.
- Generating options and testing operational feasibility.
- Building commitment and accountability to action.
- Follow-up and reviewing progress between shifts.
- Workshop: full GROW coaching session with observer feedback.

Day 4: Coaching Through Operational Challenges

- Coaching officers through competence development and reassessment.
- Coaching after incidents, near misses, and critical events.
- Supporting welfare, fatigue, and resilience conversations.
- Coaching through performance concerns before formal process.
- Handling defensiveness, cynicism, and disengagement.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Coaching across ranks, experience, and cultural differences.
- Workshop: coaching a live operational challenge scenario.

Day 5: Measuring Impact and Building Coaching Practice

- Coaching impact indicators: competence, conduct, and performance.
- Documenting coaching outcomes within confidentiality rules.
- Embedding coaching into shift briefings and development reviews.
- Building a coaching culture within a unit or station.
- Continuous improvement in personal coaching practice.
- Building a personal coaching development plan.
- Workshop: presenting a coaching practice and impact plan.

Conclusion

By successfully completing the Coaching Skills for Police Supervisors Training Course, participants will have acquired the knowledge to run structured coaching conversations, apply the GROW model, use questioning and listening techniques, give developmental feedback, and coach officers through competence, incident, and welfare challenges. They will also gain the ability to measure coaching impact and embed coaching into routine supervision. Furthermore, the course prepares supervisors to build judgement and capability across their teams rather than relying on correction alone. Gentex Training Center delivers this programme with a strong emphasis on practical, service-ready coaching practice.

FAQs





Q1 What is the "Coaching Skills for Police Supervisors" course about?

It is a practical programme on coaching as a supervision skill in policing. It covers coaching foundations and ethics, active listening and powerful questioning, the GROW model, feedback using the SBI model, coaching through competence and incident challenges, welfare coaching, and coaching impact measurement.

Q2 What are the key benefits of the "Coaching Skills for Police Supervisors" course?

Participants gain the ability to develop officers' judgement rather than only correcting behaviour, which improves independent decision-making in the field. The course strengthens competence development and reassessment conversations, supports welfare and resilience, reduces escalation to formal process, and gives supervisors measurable indicators of coaching impact.

Q3 What skills will I gain from the "Coaching Skills for Police Supervisors" course?

Structured coaching using the GROW model; active listening and powerful questioning under pressure; developmental feedback and incident-based coaching; and competence, welfare and performance coaching with impact measurement.



Q4 What tools, methods, or standards are covered in the "Coaching Skills for Police Supervisors" course?

The course covers the GROW coaching model, coaching agreement and confidentiality frameworks, active listening and questioning techniques, the SBI feedback model, competence assessment and reassessment processes, post-incident review and debrief practices, welfare and resilience conversation formats, coaching reflection logs, professional standards and ethics frameworks, and coaching impact indicators for competence, conduct, and performance.

Q5 How is the "Coaching Skills for Police Supervisors" course applied in real-world practice?

Graduates apply it by holding short coaching conversations after shifts and debriefs, coaching officers toward competence milestones, and supporting colleagues through welfare and fatigue concerns. They also give developmental feedback as work happens, keep documentation within confidentiality rules, and track improvements in competence and conduct across their teams.