

COACHING SKILLS FOR SUPERVISORS & MANAGERS



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Introduction

Supervisors and managers who coach rather than only direct get better decisions, stronger capability, and fewer repeated problems. The Coaching Skills for Supervisors & Managers Training Course builds coaching as a working part of the supervisory role rather than a specialist add-on. Participants learn to run structured coaching conversations, use the GROW model, and connect individual development to performance standards and team results. Furthermore, the course covers listening, questioning, feedback, and handling resistance. In addition, it addresses difficult performance conversations, welfare, and measuring coaching impact. As a result, participants return able to develop people consistently in daily operations.

Coaching Skills for Supervisors & Managers Course Objectives

- Distinguish coaching from instructing, mentoring, and performance management.
- 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.
- Set development goals tied to role competence and standards.
- Coach through performance gaps before formal process begins.
- Handle resistance, defensiveness, and low motivation.
- Support team welfare and resilience through coaching conversations.
- Measure coaching impact with competence and performance indicators.

Course Methodology

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

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- Coaching triad exercises with structured observer feedback.
- Case studies from operational, service, and industrial supervision 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

- Supervisors and first-line managers.
- Team leaders and section heads.
- Department managers responsible for development.
- Training and competence assurance staff.
- Internal coaches and mentors in operating units.
- Professionals moving into supervisory responsibility.

Coaching Skills for Supervisors & Managers Course Outlines

Day 1: Coaching Foundations for Supervisors

- What coaching is and what it is not.
- Coaching versus instructing, mentoring, and performance management.
- The coaching mindset: curiosity, patience, and non-directive support.
- Coaching agreements, boundaries, and confidentiality limits.
- When coaching is not the right intervention.
- Ethical and professional standards in coaching staff.
- Workshop: running a first structured coaching conversation.





Day 2: Core Coaching Skills

- Active listening in interrupted, busy 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 Supervision

- 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 or weeks.
- Workshop: full GROW coaching session with observer feedback.

Day 4: Coaching Through Performance and Welfare Challenges

- Coaching through competence development and skills gaps.
- Coaching performance concerns before formal process.
- Supporting welfare, fatigue, and resilience conversations.
- Handling defensiveness, cynicism, and disengagement.

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- Coaching during change and operational pressure.
- Coaching across shifts, sites, and different backgrounds.
- Workshop: coaching a live performance 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 section or site.
- 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 Supervisors & Managers 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 through performance and welfare challenges. They will also gain the ability to measure coaching impact and embed coaching into routine supervision. Furthermore, the course prepares supervisors and managers to build capability across their teams rather than relying on correction alone. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready coaching practice.





FAQs

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

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

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

Participants gain the ability to develop staff judgement rather than only correcting behaviour, which improves independent decision-making in daily operations. The course strengthens competence development 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 Supervisors & Managers" course?

Structured coaching using the GROW model; active listening and powerful questioning under pressure; developmental feedback and performance coaching; and welfare support and coaching impact measurement.



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

The course covers the GROW coaching model, coaching agreement and confidentiality frameworks, active listening and questioning techniques, the SBI feedback model, competence assessment processes, performance improvement plan structures, welfare and resilience conversation formats, coaching reflection logs, professional and ethical standards frameworks, and coaching impact indicators for competence, conduct, and performance.

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

Graduates apply it by holding short coaching conversations during shifts and longer structured sessions in one-to-ones, using GROW to build commitment to action. They also coach staff through competence gaps and performance concerns before escalation, support colleagues facing fatigue or stress, and track improvements in competence and performance across their teams.