

MASTERING THE ART OF COACHING



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Introduction

Mastering the Art of Coaching Training Course develops the coaching capability that turns managers into developers of people. Coaching is not advice-giving; it is a disciplined conversation that helps someone think clearly, commit to action, and own the outcome. Managers who default to instructing create dependency, while managers who coach build capability that lasts. This program builds the full coaching skill set. It covers the coaching mindset, listening, powerful questioning, the GROW structure, and feedback. As a result, participants learn to coach in ten-minute windows as well as full sessions. Furthermore, the course covers coaching ethics, resistance, and measuring coaching impact.

Mastering the Art of Coaching Course Objectives

- Distinguish coaching from mentoring, instructing, and counselling.
- Adopt the coaching mindset: curiosity, neutrality, and belief in capability.
- Apply the GROW model from goal setting to commitment.
- Use the OSCAR and CLEAR coaching frameworks.
- Practise active listening and reflective summarising.
- Ask powerful questions that raise awareness and ownership.
- Use the SBI and DESC frameworks for developmental feedback.
- Coach through resistance, emotion, and lack of confidence.
- Run short-form coaching in daily ten-minute conversations.
- Evaluate coaching effectiveness and build a coaching culture.

Course Methodology

- Facilitated sessions built around live coaching practice.
- Coaching triad practice with observer feedback.
- Role-play of resistance, emotion, and stuck conversations.

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- Group exercises in powerful questioning and listening.
- Case studies of coaching in managerial and specialist contexts.
- Self-assessment of coaching habits and default responses.
- Peer feedback, reflection, and a personal coaching development plan.

Who Should Take This Course

- Managers and team leaders at all levels.
- HR and learning development professionals.
- Internal coaches and mentors.
- Project and program managers leading teams.
- Technical leaders developing specialists.
- Business partners and consultants advising clients.
- High-potential employees preparing for leadership.

Mastering the Art of Coaching Course Outlines

Day 1: Foundations of Coaching

- Defining coaching and how it differs from mentoring and instructing.
- The coaching mindset: curiosity, neutrality, and trust in capability.
- When to coach, teach, or direct and when not to coach.
- Coaching ethics, confidentiality, and boundaries.
- Core coaching competencies and standards.
- Common coaching mistakes and their consequences.
- Workshop: coaching style self-assessment.





Day 2: Listening and Powerful Questioning

- Active listening at three levels: content, emotion, and meaning.
- Reflective summarising and paraphrasing techniques.
- Silence as a coaching tool.
- Powerful questions: open, curious, and consequence-focused.
- Avoiding leading and solution-loaded questions.
- Scaling questions and future-oriented framing.
- Workshop: practising powerful questions in triads.

Day 3: The GROW Model and Coaching Structures

- The GROW model: goal, reality, options, will.
- Setting a clear coaching goal and session contract.
- Exploring reality without judgement or defence.
- Generating options with divergent thinking.
- Building commitment and accountability at close.
- Comparing GROW with the OSCAR and CLEAR frameworks.
- Workshop: a full GROW coaching session.

Day 4: Coaching Through Difficulty and Feedback

- Coaching when the coachee is resistant or defensive.
- Working with strong emotion and loss of confidence.
- Coaching on performance and development topics.
- Feedback with the SBI and DESC frameworks.
- Combining feedback and coaching for lasting change.

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- Short-form coaching in ten-minute conversations.
- Role-play: coaching a resistant or discouraged colleague.

Day 5: Building a Coaching Culture and Measuring Impact

- The manager as coach: integrating coaching into daily work.
- Coaching plans, follow-up, and progress reviews.
- Developing a coaching culture and peer coaching.
- Measuring coaching outcomes and behaviour change.
- Handling confidentiality, escalation, and ethical limits.
- Creating a personal coaching development plan.
- Capstone: presenting a coaching culture plan.

Conclusion

By successfully completing Mastering the Art of Coaching Training Course, participants will have acquired the knowledge to adopt a coaching mindset, listen at depth, ask questions that build awareness, structure sessions with GROW and related models, coach through resistance and emotion, give developmental feedback, and build a coaching culture in their teams. They will also understand how to measure coaching impact and where coaching is not the right intervention. Gentex Training Center delivers this program through applied practice and expert facilitation, helping managers develop people rather than just directing them.

FAQs for the Mastering the Art of Coaching course





Q1 What is the "Mastering the Art of Coaching" course about?

It is a training program that develops coaching as a manager's core skill. It covers the coaching mindset, listening and questioning, the GROW model, coaching through resistance, developmental feedback, and building a coaching culture.

Q2 What are the key benefits of the "Mastering the Art of Coaching" course?

Participants gain stronger development conversations, team members who solve their own problems, and better retention of capable people. Organizations benefit from higher capability, less dependency on managers, faster problem solving, and a culture where people take ownership of their growth.

Q3 What skills will I gain from the "Mastering the Art of Coaching" course?

Participants build the coaching mindset and coaching ethics, active listening and powerful questioning, GROW-model session structuring, and coaching through resistance, developmental feedback, and coaching culture building.

Q4 What tools, methods, or standards are covered in the "Mastering the Art of Coaching" course?

The course covers the GROW model, the OSCAR and CLEAR coaching frameworks, three-level active listening, reflective summarising, powerful questioning techniques, scaling questions, the SBI and DESC feedback frameworks, session contracts, and coaching outcome measurement methods.



Q5 How is the "Mastering the Art of Coaching" course applied in real-world practice?

Learners apply it by holding structured coaching sessions with team members, running short ten-minute coaching conversations during the week, giving developmental feedback, following up on commitments, and building peer coaching practices in their teams.