

## COACHING FOR IMPROVED PERFORMANCE

*“Empowering People to Succeed Through Goal-Focused Coaching Conversations”*

### Schedule

Date	Venue	Fees (Online)
03 Feb 2026	Online (Live Virtual)	USD 450 per delegate
26 Mar 2026	Online (Live Virtual)	USD 450 per delegate

### Introduction

Effective coaching is one of the most powerful tools a manager can use to unlock potential, improve performance, and build accountability. Unlike directive supervision, coaching fosters self-awareness, ownership, and sustainable improvement by guiding individuals to think critically and take action.

This 1-day live virtual course provides a practical coaching framework tailored for leaders, managers, and professionals who want to drive growth and performance through impactful conversations. Participants will learn to shift from telling to asking, apply coaching models, and navigate real performance challenges with confidence.

### Objectives

By the end of this course, participants will be able to:

- Understand the principles and mindset of effective workplace coaching
- Apply structured coaching models (e.g., GROW) to drive performance
- Build trust and rapport to create a safe coaching environment
- Use powerful questioning and active listening techniques
- Coach through real challenges while supporting growth and accountability

## Why Attend

- Learn how to shift from managing to empowering your team
- Drive ownership and performance improvement without micromanagement
- Enhance employee engagement and development through ongoing feedback
- Handle resistance and underperformance with supportive coaching strategies
- Gain confidence to have honest and productive coaching conversations

## Target Audience

This program is designed for:

- Managers, supervisors, and team leaders
- HR professionals and learning & development specialists
- Project leaders and performance reviewers
- Anyone responsible for supporting others' growth and accountability

## Individual Benefits

Key competencies that will be developed include:

- Active listening and powerful questioning
- Coaching model application (GROW, CLEAR, etc.)
- Emotional intelligence and rapport building
- Performance development and feedback
- Motivation, accountability, and support techniques

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team performance and ownership
- A more supportive and development-oriented leadership style
- Stronger retention and engagement through coaching culture
- Reduced dependency on directive leadership
- More confident and capable frontline leaders

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Coaching principles, neuroscience, and behavior change
- Mini Case Studies - Common performance scenarios and coaching outcomes
- Workshops - GROW model practice, roleplay coaching conversations
- Peer Exchange - Coaching practice in pairs or triads with feedback
- Tools - Coaching conversation templates, goal trackers, and feedback planners

## Course Outline

**Delivery Format: Online (Live)** | Platform: Zoom, WebEx or Microsoft Teams **Training Hours: 07:30 AM - 03:30 PM Coffee**

**Breaks: 09:30 & 11:15** | Lunch Break: 01:00 - 02:00

- **Module 1: Coaching as a Leadership Tool (07:30 - 09:30)** • What coaching is (and isn't) in the workplace • Benefits of coaching for individuals and teams • Coaching mindset: trust, growth, and accountability
- **Module 2: The GROW Model in Action (09:45 - 11:15)** • Goal - Defining success and focus areas • Reality - Understanding current challenges • Options - Generating possibilities and solutions • Will - Creating commitment and next steps
- **Module 3: Coaching Communication Skills (11:30 - 01:00)** • Active listening, empathy, and asking high-impact questions • Balancing support with challenge • Avoiding common traps in coaching conversations
- **Module 4: Final Coaching Simulation (02:00 - 03:30)** • Live coaching practice in pairs or groups • Peer and facilitator feedback • Personal coaching plan and next steps

## Certification

Participants will receive a Certificate of Completion in Coaching for Improved Performance, validating their ability to apply coaching tools and techniques that support development, accountability, and sustained performance improvement.

## Why Choose MAWA Events

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### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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