



# Coaching Conversations That Develop People

Effective leaders know that sustained performance is built through meaningful conversations, not one-time directives. This workshop equips leaders with practical coaching skills to develop people, address performance challenges, and unlock potential through purposeful dialogue.

Participants learn how coaching strengthens relationships, clarifies expectations, and supports individual growth while driving results. Through structured frameworks and real-world application, leaders practice asking powerful questions, setting meaningful goals, and providing feedback that motivates accountability and improvement. The result is stronger leadership conversations that build trust, increase engagement, and elevate performance across the organization.

## Workshop Objectives:

- Understand coaching as a leadership capability that supports performance, development, and engagement.
- Differentiate coaching from directing and mentoring to use the right approach at the right time.
- Build trust and rapport to create a safe, productive environment for coaching conversations.
- Use effective questioning and listening skills to increase clarity, ownership, and accountability.
- Apply goal-setting frameworks to align individual performance with organizational objectives.
- Provide constructive, growth-focused feedback that motivates improvement rather than defensiveness.
- Coach employees through challenges and resistance while maintaining performance expectations.
- Develop others more intentionally, strengthening both individual capability and team results.



## Course Outline:

Module One: Getting Started

Module Two: Defining Coaching and Mentoring

Module Three: Setting Goals

Module Four: Understanding the Reality

Module Five: Developing Options

Module Six: Wrapping it All Up

Module Seven: The Importance of Trust

Module Eight: Providing Feedback

Module Nine: Overcoming Roadblocks

Module Ten: Reaching the End

Module Eleven: Mentoring vs. Coaching

Module Twelve: Wrapping Up