



Crystal Lean Solutions

Training
Academy

Professional Coaching



Professional Coaching

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1003

AIM:

The aim of the Professional Coaching programme is to equip managers with practical coaching techniques to develop their team members, enhance performance, and foster a culture of continuous learning and accountability.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Understand the principles and benefits of coaching in the workplace.
- ✿ Apply a structured coaching model (e.g. GROW).
- ✿ Develop active listening, questioning, and feedback skills.
- ✿ Build trust and create a supportive coaching environment.
- ✿ Integrate coaching into everyday management practices.

THIS PROGRAMME IS FOR:

The Professional Coaching programme is suitable for managers and team leaders who want to support and develop their people more effectively, including but not limited to:

- ✿ Line Managers and Supervisors
- ✿ HR and People Managers
- ✿ Project Leaders
- ✿ Department Heads
- ✿ Aspiring Leaders

PROGRAMME CONTENT:

- ✿ Purpose: Company vision, strategic goals, values, and behaviours and why does a leader need to know about these?
- ✿ What do Leaders and Managers really do?
- ✿ Skills of effective leaders and managers and how do they differ?
- ✿ Employee engagement
- ✿ Introduction to the Situational Leadership® Model
- ✿ How and when to adopt to each leadership style
- ✿ Recognising how your Myer Briggs personality preferences can complement or contrast with each style.
- ✿ Effectively Influence:
 - What is your social style preference and how to communicate with the different social styles.
 - 5 Influencing styles
- ✿ Coaching: How to bring the best out of your team through constructive open questions, active listening and “helpful coaching” and the GROW model
- ✿ Decision making How to make effective decisions.

ASSESSMENT:

Not Applicable

GRADING:

Not Applicable

PROGRAMME DELIVERY:

The programme is delivered in a classroom setting

TOTAL DURATION OF THE PROGRAMME INCLUDES:

1 Day

CERTIFICATION CRITERIA:

Complete training day

CERTIFICATION BODY:

Crystal Lean Solutions

RECOGNITION OF PRIOR LEARNING (RPL):

Not Applicable

PRE-REQUISITE:

None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- * Change Management
- * Scrum Training
- * Teamwork and Conflict Management
- * Constructive Conversations
- * Strategy Development and Deployment