

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Coaching Skills for Line Managers

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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https://smarthorizon.uk



Course content

Why attend

Managers who coach develop more capable, motivated and independent teams. This practical course teaches the core coaching skills of active listening, powerful questions and constructive feedback, introduces the GROW model and shows how to use coaching conversations in everyday management, performance reviews and development planning.

Telling people what to do keeps them dependent on you. Coaching builds their thinking and frees your time for higher-value work.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Skills demonstrations, intensive coaching practice in triads, observation and feedback, and reflection on real team situations.

Course objectives

By the end of this course, participants will be able to:
• Explain when coaching is the right management approach
• Use active listening and powerful questions
• Structure conversations with the GROW model
• Give feedback that motivates improvement
• Coach for performance and for development
• Build a coaching culture in the team

Target audience

This course is suitable for:
• Line managers and supervisors
• Team leaders
• Project managers
• HR business partners
• New managers



Course content

Target competencies

Participants will develop competencies in:

- Active listening
- Questioning
- Feedback
- Coaching conversations
- People development

Course outline

Day 1: The Manager as Coach

09:00–10:08	Coaching versus directing and mentoring
10:08–11:00	Benefits for people and performance
11:00–11:30	**Coffee break**
11:30–11:45	Benefits for people and performance (continued)
11:45–12:53	When not to coach
12:53–14:00	Self-assessment of coaching style

Day 2: Listening and Questioning

09:00–10:08	Levels of listening
10:08–11:00	Open and powerful questions
11:00–11:30	**Coffee break**
11:30–11:45	Open and powerful questions (continued)
11:45–12:53	Silence and reflection
12:53–14:00	Triad practice

Day 3: The GROW Model

09:00–10:08	Goal, Reality, Options, Way forward
10:08–11:00	Structuring short coaching conversations
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Structuring short coaching conversations (continued)
11:45–12:53	Ensuring commitment
12:53–14:00	Practice with real issues

Day 4: Feedback and Performance

09:00–10:08	Feedback models
10:08–11:00	Coaching under-performance
11:00–11:30	**Coffee break**
11:30–11:45	Coaching under-performance (continued)
11:45–12:53	Coaching high performers
12:53–14:00	Role play: performance conversation

Day 5: Coaching Culture

09:00–10:08	Making coaching routine
10:08–11:00	Coaching in team meetings
11:00–11:30	**Coffee break**
11:30–11:45	Coaching in team meetings (continued)
11:45–12:53	Measuring impact
12:53–14:00	Personal coaching plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**£3,150.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Vienna Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,940.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Paris Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,860.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,540.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Frankfurt Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
London Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,450.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**£2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	24 May 2027	28 May 2027	**£1,890.–**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.–**
Barcelona Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,840.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,450.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,940.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,890.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**£3,150.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**£3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Rome Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online