

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Coaching Skills for Managers: The GROW Model in Practice

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Managers who coach help their people solve problems, develop faster and take ownership of results. This course develops practical coaching skills using the GROW model and related techniques, including powerful questioning, active listening, giving feedback, goal setting and supporting accountability. Participants practise extensively in coaching triads with structured feedback and learn how to integrate coaching into everyday management conversations.

Many managers default to giving answers, which limits team development and creates dependency. This course helps you adopt a coaching approach that builds capability, motivation and independence in your team.

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

The course is highly practical, with short inputs followed by repeated coaching practice in triads, observation and feedback, video examples and reflective learning journals.

Course objectives

By the end of this course, participants will be able to:
• Explain the role of coaching in management and performance
• Use the GROW model to structure coaching conversations
• Apply active listening and powerful questioning techniques
• Give constructive feedback that supports growth
• Help team members set goals and maintain accountability
• Integrate coaching into day-to-day management

Target audience

This course is suitable for:
• Line managers and team leaders
• Department heads
• Project managers
• HR business partners
• Professionals preparing for management roles



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Target competencies

Participants will develop competencies in:

- Coaching conversations
- Active listening
- Powerful questioning
- Feedback skills
- Goal setting
- Accountability

Course outline

Day 1: Coaching as a Management Style

09:00–09:54	Coaching, mentoring, managing and training compared
09:54–10:48	Benefits of a coaching culture
10:48–11:00	When coaching is and is not appropriate
11:00–11:30	**Coffee break**
11:30–12:12	When coaching is and is not appropriate (continued)
12:12–13:06	Self-assessment of coaching style
13:06–14:00	Exercise: Observing a coaching conversation

Day 2: The GROW Model

09:00–09:54	Goal: clarifying what the coachee wants
09:54–10:48	Reality: exploring the current situation
10:48–11:00	Options: generating possibilities
11:00–11:30	**Coffee break**
11:30–12:12	Options: generating possibilities (continued)
12:12–13:06	Will: committing to action
13:06–14:00	Practice: GROW conversations in triads



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Day 3: Listening and Questioning

09:00–09:54	Levels of listening
09:54–10:48	Open, probing and reflective questions
10:48–11:00	Silence and summarising
11:00–11:30	**Coffee break**
11:30–12:12	Silence and summarising (continued)
12:12–13:06	Avoiding leading questions and advice-giving
13:06–14:00	Practice: Questioning skills drills

Day 4: Feedback and Accountability

09:00–09:54	Feedback models for growth
09:54–10:48	Recognising strengths and progress
10:48–11:00	Following up on commitments
11:00–11:30	**Coffee break**
11:30–12:12	Following up on commitments (continued)
12:12–13:06	Coaching for performance improvement
13:06–14:00	Role play: Coaching an underperforming employee

Day 5: Coaching in Everyday Management

09:00–09:54	Short coaching conversations in daily work
09:54–10:48	Coaching in one-to-ones and appraisals
10:48–11:00	Team coaching basics
11:00–11:30	**Coffee break**
11:30–12:12	Team coaching basics (continued)
12:12–13:06	Developing your coaching practice
13:06–14:00	Capstone: Personal coaching development plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

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

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,840.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,860.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Rome Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,450.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**£3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,860.–**
Online Confirmed dates	5 Apr 2027	9 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.–**



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Dates, venues and fees (continued)

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Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**£2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**£2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Vienna Confirmed dates	14 Jun 2027	18 Jun 2027	**£2,940.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,650.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,450.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,860.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.–**



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Dates, venues and fees (continued)

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Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,450.-**



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Dates, venues and fees (continued)

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Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,890.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**£3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,450.–**
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Dates, venues and fees (continued)

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Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,650.-**
Online Confirmed dates	13 Dec 2027	17 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