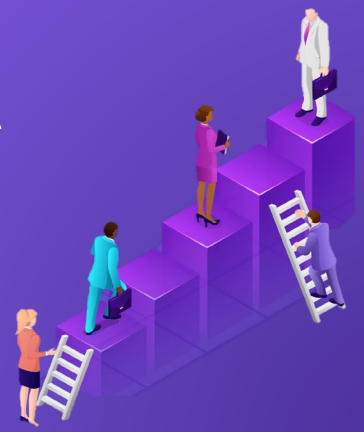


# Leadership & Management Development



## 2.5 Developing Coaching Skills

The programmes within this Personal Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening for individuals and teams within your organisation. What begins as a request for confidence, resilience or mindset support often reveals something deeper – identity, self-belief, emotional commitment or the ability to navigate change.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people see themselves, how they show up at work and what inner shifts are required to unlock stronger performance and fulfilment. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Effective coaching supports performance, learning and continuous improvement. This practical one-day programme strengthens participants’ ability to guide others through structured conversation, build confidence and encourage accountability.

Participants will learn core coaching principles, active listening strategies and questioning techniques that enable coachees to identify their own solutions. They will finish with greater clarity, confidence and structure when supporting development conversations at work.

### Who Should Attend

**Ideal for those who want to coach effectively in a workplace setting, including:**

- Managers and team leaders
- HR and talent professionals
- Experienced colleagues who support others’ learning
- Anyone seeking to strengthen coaching as part of their role

### Context

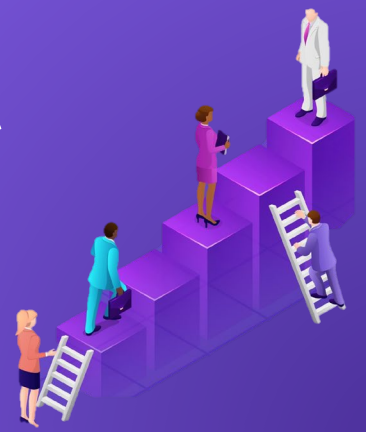
Coaching strengthens performance by helping others think for themselves, take ownership and grow with confidence. Leaders who jump straight to instruction may solve immediate issues, but they limit longer-term capability. Effective coaching requires listening, curiosity and a belief in people’s potential.

At Expleo we help leaders use coaching as a practical tool that supports professional development and engagement. This programme enables participants to structure coaching conversations, ask powerful questions and help others unlock their best performance.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

# Leadership & Management Development



## Course Objectives

**By the end of the programme participants will be able to:**

- Explain the role and value of coaching in workplace growth
- Build trust and rapport in a coaching relationship
- Use active listening and empathic responses effectively
- Apply questioning techniques that encourage reflection and insight
- Support coachees to set meaningful goals and take ownership
- Provide constructive feedback that supports progress

## Course Outline

### 1. The Role of Coaching at Work

- Principles and responsibilities of a coach
- Benefits to individuals and organisations

### 2. Active Listening and Empathy

- Techniques to understand perspectives fully
- Creating a safe and supportive environment

### 3. Powerful and Purposeful Questioning

- Encouraging reflection and clear thinking
- Helping coachees identify their own solutions

### 4. Trust and Relationship Building

- Strengthening psychological safety
- Maintaining open and respectful dialogue

### 5. Goal Setting and Accountability

- Establishing actionable plans
- Encouraging ownership of outcomes

### 6. Coaching Feedback

- Providing constructive challenge
- Reinforcing confidence and progress

## Training Methodology

**Highly practical and experiential, including:**

- Coaching conversations in pairs and triads
- Real situations and scenario discussions
- Facilitator feedback to build confidence
- Reflection activities to embed learning

Participants leave with coaching approaches they can apply immediately in everyday development conversations.

## Contact

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