



## **COURSE OVERVIEW SS0089** **Coaching Skills**

**Course Title**  
Coaching Skills

**Course Date/Venue**  
November 02-06, 2025/Tamra Meeting Room, Al  
Bandar Rotana Creek, Dubai, UAE

**Course Reference**  
SS0089

**Course Duration/Credits**  
Five days/3.0 CEUs/30 PDHs

### **Course Description**



***80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.***

This course is designed to provide participants with a detailed and up-to-date overview of coaching skills. It covers the planning and structuring of coaching plan; the communication and listening techniques essential for a good coach; coaching and other development approaches; the role, skills and attributes of an effective coach; the coaching methodology and the key principles of coaching; using coaching as a motivational tool; the coaching opportunities; and the active and reflective listening skills.

During this interactive course, participants will learn to summarize, paraphrase, reflect back and carryout questioning techniques; the different types of questions and the use of open questions; the G.R.O.W. model; uncover gaps in coaching; discover and use leverage; master conversation structures and improve performance; recognize barriers to performance; clarify, probe, inspire, motivate and mentor; create agreement for results; design strategies and carryout pre-contemplation, lead by example, empowerment and behavioural change techniques; prioritize energy, effort and focus; apply consistent action, continued participation and counselling; avoid confronting and identify the ways to get solutions; identify the consequences/rewards; and employ attitude change recognition, measurement, habits of results and rebuilding of relationships.



### **Course Objectives**

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an in-depth knowledge on coaching skills
- Coach staff in order to achieve training and development goals
- Plan and structure a coaching plan for individuals
- Build communication and listening techniques essential for a good coach
- Discuss coaching and differentiate coaching with other development approaches
- Identify the role, skills and attributes of an effective coach
- Carryout coaching methodology and recognize the key principles of coaching
- Use coaching as a motivational tool and identify coaching opportunities
- Employ active and reflective listening skills, summarizing, paraphrasing, reflecting back and questioning techniques
- Recognize the different types of questions, use open questions, identify ways people learn and use the G.R.O.W. model
- Uncover gaps in coaching, discover and use leverage, master conversation structures and improve performance
- Recognize barriers to performance as well as carryout clarifying, probing, inspiring, motivating, mentoring and create agreement for results
- Design strategies, own responsibility for results and apply discipline and action
- Carryout pre-contemplation, lead by example, empowerment, behavioural change techniques, prioritizing energy, effort and focus
- Apply consistent action, continued participation, counselling, avoid confronting and identify ways to get solutions
- Recognize consequences/rewards and employ attitude change recognition, measurement, habits of results and rebuilding relationships

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

This course provides an overview of all significant aspects and considerations of coaching skills for team leaders.

### **Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



### Course Certificate(s)

- (1) Internationally recognized Competency Certificates will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

### Sample of Certificates

The following are samples of the certificates that will be awarded to course participants: -








- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *														
<div><div><b>Haward Technology Middle East</b> Continuing Professional Development (HTME-CPD)</div><div><b>CEUs</b></div></div>														
<b>CEU Official Transcript of Records</b>														
<b>TOR Issuance Date:</b>		<b>14-Nov-24</b>												
<b>HTME No.</b>		<b>74851</b>												
<b>Participant Name:</b>		<b>Waleed Al Habeeb</b>												
<table><thead><tr><th>Program Ref.</th><th>Program Title</th><th>Program Date</th><th>No. of Contact Hours</th><th>CEU's</th></tr></thead><tbody><tr><td>SS0089</td><td>Coaching Skills</td><td>Nov 10-14, 2024</td><td>30</td><td>3.0</td></tr></tbody></table>					Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's	SS0089	Coaching Skills	Nov 10-14, 2024	30	3.0
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SS0089	Coaching Skills	Nov 10-14, 2024	30	3.0										
<b>Total No. of CEU's Earned as of TOR Issuance Date</b>				<b>3.0</b>										
<div><b>TRUE COPY</b>  <b>Jaryl Castillo</b> Academic Director</div>														
<div><p>Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.</p><p>Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules &amp; regulations of the International Association for Continuing Education &amp; Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.</p></div>														
<div><b>Haward Technology is accredited by</b><div></div><p>P.O. Box 26070, Abu Dhabi, United Arab Emirates   Tel.: +971 2 3091 714   E-mail: info@haward.org   Website: www.haward.org</p></div>														
* Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology * CEUs * Haward Technology *														




### Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

-  The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Course Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.



### Course Instructor

This course will be conducted by the following instructor. However, we have the right to change the course instructor prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP** is a **Senior Human Resource & Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Strategic Talent Management, Talent Management Succession Planning, Career Path Planning & Performance Management, Talent Development, Behavioral Leadership, Skills Gap Analysis & Personalized Learning Plans, Talent Assessment & Leadership Development Programs,**

**Employee Engagement & Retention Strategies, Coaching & Mentoring Strategies for Career Growth, People Management Essentials, Strategic Recruitment, Interviewing & Selection, Human Capital Asset Management, Human Resource Development, Human Resource Management, Career Development & Succession Planning Strategies, HR Management System, Human Relation Skills & EQ Intelligence, Project Management, Project Delivery & Governance Framework, Project Management Systems, Project Management Practices, Project Management Disciplines, Project Risk Management Contract Management & Tendering, Tender Development, Contract Standards & Laws, Bidder Selection & Tender Evaluation, Dispute Resolution, and Risk Identification.** Further, he is also well-versed in **Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Presentation Skills, Problem Solving & Decision Making, Preventive Actions, Situation Analysis, Crisis Management, Decision Making, Strategic Human Resources Management, Change Management, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation, Leadership Orientation, Coaching Skills, Negotiation Skills, Strategic Planning, Time Management, Risk Analysis & Risk Management, Stress Management, Inventory Management and Financial Administration.** He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



### **Training Methodology**

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### **Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1: Sunday, 02<sup>nd</sup> of November 2025**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0900	<i>Introduction to Coaching</i>
0900 – 0930	<i>Differences Between Coaching &amp; Other Development Approaches</i>
0930 – 0945	Break
0945 – 1030	<i>The Role, Skills &amp; Attributes of an Effective Coach</i>
1030 – 1130	<i>Coaching Methodology</i>
1130 – 1230	<i>Key Principles of Coaching</i>
1230 – 1245	Break
1245 – 1330	<i>Coaching as a Motivational Tool</i>
1330 – 1400	<i>Identifying Coaching Opportunities</i>
1400 – 1420	<i>Active &amp; Reflective Listening Skills</i>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

#### **Day 2: Monday, 03<sup>rd</sup> of November 2025**

0730 – 0830	<i>Summarizing &amp; Paraphrasing</i>
0830 – 0930	<i>Reflecting Back</i>
0930 – 0945	Break
0945 – 1030	<i>Questioning Techniques</i>
1030 – 1130	<i>Different Types of Questions</i>
1130 – 1200	<i>Use of Open Questions</i>
1200 – 1230	<i>Identifying Ways People Learn</i>
1230 – 1245	Break
1245 – 1330	<i>Using the G.R.O.W. Model</i>
1330 – 1420	<i>Uncovering Gaps in Coaching</i>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day Two





**Day 3: Tuesday, 04<sup>th</sup> of November 2025**

0730 – 0830	<i>Discovering &amp; Using Leverage</i>
0830 - 0930	<i>Mastering Conversation Structures</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Improving Performance</i>
1030 – 1130	<i>Barriers to Performance</i>
1130 – 1200	<i>Clarifying &amp; Probing</i>
1200 - 1230	<i>Inspiring, Motivating &amp; Mentoring</i>
1230 - 1245	<i>Break</i>
1245 – 1330	<i>Creating Agreement for Results</i>
1330 – 1420	<i>Designing Strategies</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4: Wednesday, 05<sup>nd</sup> of November 2025**

0730 – 0830	<i>Owning Responsibility for Results</i>
0830 - 0930	<i>Discipline &amp; Action</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Pre-Contemplation</i>
1030 – 1130	<i>Lead by Example</i>
1130 – 1200	<i>Empowerment</i>
1200 - 1230	<i>Behavioral Change Techniques</i>
1230 - 1245	<i>Break</i>
1245 – 1330	<i>Prioritizing Energy, Effort &amp; Focus</i>
1330 – 1400	<i>Consistent Action &amp; Continued Participation</i>
1400 - 1420	<i>Counseling</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5: Thursday, 06<sup>th</sup> of November 2025**

0730 – 0830	<i>Confronting</i>
0830 - 0930	<i>Ways to Get Solutions</i>
0930 – 0945	<i>Break</i>
0945 – 1015	<i>Consequences/Rewards</i>
1015 – 1045	<i>Attitude Change</i>
1045 – 1115	<i>Recognition</i>
1115 – 1145	<i>Measurement</i>
1145 - 1230	<i>Habits of Results</i>
1230 - 1245	<i>Break</i>
1245 - 1300	<i>Rebuilding Relationships</i>
1300 - 1315	<i>Course Conclusion</i>
1315 – 1415	<b>COMPETENCY EXAM</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>





### **Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



### **Course Coordinator**

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