

COURSE OVERVIEW SS0089 Coaching Skills

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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



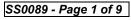




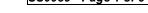


This course is designed to provide participants with a detailed and up-to-date overview of coaching skills. It covers the planning and structuring of coaching plan; the communication and listening techniques essential for a good coach; coaching and other development approaches; the role, skills and attributes 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 apply consistent action, continued participation and counselling; avoid confronting and identify the ways to get solutions; identify the employ consequences/rewards; and 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.









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, Practitioner, Senior HR Consultant. Senior Lecturer. 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, 02nd of November 2025

Duy 1.	Canady, 02 Of NOVEMBER 2020
0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0900	Introduction to Coaching
0900 - 0930	Differences Between Coaching & Other Development Approaches
0930 - 0945	Break
0945 - 1030	The Role, Skills & Attributes of an Effective Coach
1030 - 1130	Coaching Methodology
1130 - 1230	Key Principles of Coaching
1230 - 1245	Break
1245 - 1330	Coaching as a Motivational Tool
1330 - 1400	Identifying Coaching Opportunities
1400 - 1420	Active & Reflective Listening Skills
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2: Monday, 03rd of November 2025

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







Day 3:	Tuesday, 04 th of November 2025
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0730 - 0830	Discovering & Using Leverage
0830 - 0930	Mastering Conversation Structures
0930 - 0945	Break
0945 - 1030	Improving Performance
1030 - 1130	Barriers to Performance
1130 - 1200	Clarifying & Probing
1200 - 1230	Inspiring, Motivating & Mentoring
1230 - 1245	Break
1245 - 1330	Creating Agreement for Results
1330 - 1420	Designing Strategies
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4: Wednesday, 05nd of November 2025

Day 4.	wednesday, 05 * Of November 2025
0730 - 0830	Owning Responsibility for Results
0830 - 0930	Discipline & Action
0930 - 0945	Break
0945 - 1030	Pre-Contemplation
1030 - 1130	Lead by Example
1130 – 1200	Empowerment
1200 - 1230	Behavioral Change Techniques
1230 - 1245	Break
1245 - 1330	Prioritizing Energy, Effort & Focus
1330 - 1400	Consistent Action & Continued Participation
1400 - 1420	Counseling
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5: Thursday, 06th of November 2025

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







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.



<u>Course Coordinator</u>
Mari Nakintu, Tel: +971 2 30 91 714, Email: <u>mari1@haward.org</u>



