COURSE OVERVIEW SS0612
Professional Coach

Course Title
Professional Coach

Course Date/Venue
Please refer to page 3

Course Reference
SS0612

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 coaching and mentoring as powerful development tools; the role and responsibilities of an effective coach and mentor; the different coaching and/or mentoring models; planning and structuring coaching plan; building communication and listening techniques essential for a good coach; the differences between coaching and other development approaches; and the role, skills and attributes of an effective coach.

During this interactive course, participants will learn the coaching methodology and the key principles of coaching; the use of coaching as a motivational tool; the coaching opportunities; the active and reflective listening skills; summarizing, paraphrasing, reflecting back and carrying out questioning techniques; the different types of questions and the use of open questions; the G.R.O.W. model; uncovering gaps in coaching; discovering and using leverage; mastering conversation structures and improving performance; recognizing barriers to performance and clarifying and probing.

Course Objectives

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

- Get certified as a *"Professional Coach"*

- Learn about coaching and mentoring as powerful development tools

- Understand the role and responsibilities of an effective coach and mentor

- Explore different coaching and/or mentoring models

- Put your skills into practice – carry out supervised coaching and/or mentoring

- 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

- Identify the differences between coaching and other development approaches

- Recognize 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 and probing

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.

Course Date/Venue

Session(s)	Date	Venue
1	May 25-29, 2025	Safir Meeting Room, Divan Istanbul, Turkey
2	August 03-07, 2025	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
3	September 28 – October 02, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
4	November 02-06, 2025	Meeting Plus 9, City Centre Rotana, Doha Qatar
5	May 03-07, 2026	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
6	August 16-20, 2026	Safir Meeting Room, Divan Istanbul, Turkey
7	October 18-22, 2026	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
8	December 06-10, 2026	Meeting Plus 9, City Centre Rotana, Doha Qatar

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 Fee

Dubai & Cairo	**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.
Doha	**US$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Istanbul	**US$ 6,000** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

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 and Plastic Wallet Cards 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. Successful candidate will be certified as a *"Professional Coach"*. 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.

(3) Institute of Leadership & Management (ILM) Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course.

Certificate Accreditations

Haward Technology is accredited by the following international accreditation organizations:-

- ILM (City & Guilds Group)

Haward Technology is a **Recognized Provider** by ILM under the **City & Guilds Group Business**. The ILM stands for excellence in leadership and management qualifications design, development and delivery under the City & Guilds of London Institute as the award-giving body for these qualifications. ILM recognizes and approves training providers and academic institutions that deliver quality-assured training and accredited qualifications. As a Recognized Provider of ILM, Haward Technology meets the quality assurance criteria of the ILM to deliver application-based leadership and management programs that meet international standards and professional benchmarks.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. 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 Instructor(s)

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

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. 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 Associate** in **Project Management** (**PMI-CAPM**), 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.

Course Program

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

Day 1

0800 – 0815	*Registration & Coffee*
0815 – 0830	*Welcome & Introduction*
0830 – 0845	**PRE-TEST**
0845 – 0900	**Introduction to Coaching**
0900 – 0915	**Differences Between Coaching & Other Development Approaches**
0915 – 0935	*Break*
0935 – 1015	**The Role, Skills & Attributes of an Effective Coach**
1015 – 1100	**Coaching Methodology**
1140 – 1225	*Break*
1225 – 1350	**Case Study**
1350 – 1400	**Recap**
1400	*Lunch & End of Day One*

Day 2

0800 – 0830	**Key Principles of Coaching**
0830 – 0915	**Coaching as a Motivational Tool**
0915 – 0935	*Break*
0935 – 1030	**Identifying Coaching Opportunities**
1030 – 1140	**Active & Reflective Listening Skills**
1140 – 1225	*Break*
1225 – 1350	**Role Play**
1350 – 1400	**Recap**
1400	*Lunch & End of Day Two*

Day 3

0800 – 0830	**Summarizing & Paraphrasing**
0830 – 0915	**Reflecting Back**
0915 – 0935	*Break*
0935 – 1030	**Questioning Techniques**
1030 – 1140	**Different Types of Questions**
1140 – 1225	*Break*
1225 – 1350	**Practical Exercises**
1350 – 1400	**Recap**
1400	*Lunch & End of Day Three*

Day 4

0800 – 0830	**Use of Open Questions**
0830 – 0915	**Identifying Ways People Learn**
0915 – 0935	*Break*
0935 – 1030	**Using the G.R.O.W. Model**
1030 – 1140	**Uncovering Gaps in Coaching**
1140 – 1225	*Break*
1225 – 1350	**Case Study**
1350 – 1400	**Recap**
1400	*Lunch & End of Day Four*

Day 5

0800 – 0830	*Discovering & Using Leverage*	
0830 – 0915	*Mastering Conversation Structures*	
0915 – 0935	*Break*	
0935 – 1030	*Improving Performance*	
1030 – 1140	*Barriers to Performance*	
1140 – 1225	*Break*	
1225 – 1230	*Clarifying & Probing*	
1230 – 1245	*Course Conclusion*	
1245 – 1345	*COMPETENCY EXAM*	
1345 – 1400	*Presentation of Course Certificates*	
1400	*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.

Course Coordinator

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