

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

# Coaching Skills for Line Managers

5 days | Classroom training | English

**SMART HORIZON**

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Amsterdam
The Netherlands

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https://smart-horizon.eu



# Course content

## Why attend

Managers who coach develop more capable, motivated and independent teams. This practical course teaches the core coaching skills of active listening, powerful questions and constructive feedback, introduces the GROW model and shows how to use coaching conversations in everyday management, performance reviews and development planning.

Telling people what to do keeps them dependent on you. Coaching builds their thinking and frees your time for higher-value work.

## 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

Skills demonstrations, intensive coaching practice in triads, observation and feedback, and reflection on real team situations.

## Course objectives

By the end of this course, participants will be able to:
• Explain when coaching is the right management approach
• Use active listening and powerful questions
• Structure conversations with the GROW model
• Give feedback that motivates improvement
• Coach for performance and for development
• Build a coaching culture in the team

## Target audience

This course is suitable for:
• Line managers and supervisors
• Team leaders
• Project managers
• HR business partners
• New managers



# Course content

## Target competencies

Participants will develop competencies in:

- Active listening
- Questioning
- Feedback
- Coaching conversations
- People development

## Course outline

### Day 1: The Manager as Coach

| | |
|---|---|
| **09:00–10:08** | Coaching versus directing and mentoring |
| **10:08–11:00** | Benefits for people and performance |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Benefits for people and performance (continued) |
| **11:45–12:53** | When not to coach |
| **12:53–14:00** | Self-assessment of coaching style |

### Day 2: Listening and Questioning

| | |
|---|---|
| **09:00–10:08** | Levels of listening |
| **10:08–11:00** | Open and powerful questions |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Open and powerful questions (continued) |
| **11:45–12:53** | Silence and reflection |
| **12:53–14:00** | Triad practice |

### Day 3: The GROW Model

| | |
|---|---|
| **09:00–10:08** | Goal, Reality, Options, Way forward |
| **10:08–11:00** | Structuring short coaching conversations |
| **11:00–11:30** | **Coffee break** |



# Course content

| | |
|---|---|
| **11:30–11:45** | Structuring short coaching conversations (continued) |
| **11:45–12:53** | Ensuring commitment |
| **12:53–14:00** | Practice with real issues |

## Day 4: Feedback and Performance

| | |
|---|---|
| **09:00–10:08** | Feedback models |
| **10:08–11:00** | Coaching under-performance |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Coaching under-performance (continued) |
| **11:45–12:53** | Coaching high performers |
| **12:53–14:00** | Role play: performance conversation |

## Day 5: Coaching Culture

| | |
|---|---|
| **09:00–10:08** | Making coaching routine |
| **10:08–11:00** | Coaching in team meetings |
| **11:00–11:30** | **Coffee break** |
| **11:30–11:45** | Coaching in team meetings (continued) |
| **11:45–12:53** | Measuring impact |
| **12:53–14:00** | Personal coaching plan |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



# Course content

## Dates, venues and fees

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

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **€3,150.–** |
| Online<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **€1,250.–** |
| Vienna<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€2,940.–** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€1,250.–** |
| Paris<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **€2,860.–** |
| Online<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **€1,250.–** |
| Amsterdam<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **€2,540.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **€1,250.–** |
| Frankfurt<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **€2,650.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **€1,250.–** |
| London<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **€2,450.–** |
| Online<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **€1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **€1,450.–** |
| Online<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **€1,250.–** |
| Cape Town<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **€1,890.–** |
| Online<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **€1,250.–** |
| Barcelona<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **€2,840.–** |
| Online<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **€1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Cape Town<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€1,890.-** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€1,250.-** |
| Barcelona<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **€2,840.-** |
| Online<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **€1,250.-** |
| London<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **€1,250.-** |
| Istanbul<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **€1,250.-** |
| Vienna<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **€2,940.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **€1,250.-** |
| Rome<br>Confirmed dates | 30 Aug 2027 | 3 Sept 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 30 Aug 2027 | 3 Sept 2027 | **€1,250.-** |
| Cape Town<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€1,890.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **€1,250.-** |
| Rome<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€1,250.-** |
| Rome<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 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 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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