



Conversational Leadership: Mastering Coaching Dialogue

IN TODAY'S WORLD, THE MOST SUCCESSFUL ORGANISATIONS ARE THOSE THAT MOVE BEYOND TRADITIONAL "COMMAND AND CONTROL" TO A MODEL OF CONVERSATIONAL LEADERSHIP.

This programme is designed to help leaders unlock people's potential to maximise their own performance by helping them learn rather than simply teaching them.

Drawing on the principles of **Solution-Focused Coaching (SFC)**, this course provides a structured framework to remove the "interference" that hinders organisational performance.

ENQUIRE MORE!



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PROGRAMME OVERVIEW & HIGHLIGHTS

This programme provides a blend of theoretical principles and "Coaching Theatre" practice sessions to ensure immediate application in the workplace.



The Foundations of Coaching

Participants will explore the "Coaching Continuum," learning when to use a "Push Style" (directive) versus a "Pull Style" (non-directive) to help others solve their own problems.



The Solution-Focused Toolkit

Leaders will learn to "flip the switch" from analysing the past to envisioning the future. This includes mastering 16 power tools which help elicit a description of a preferred future from the coachee.



Personality-Driven Dialogue (DISC)

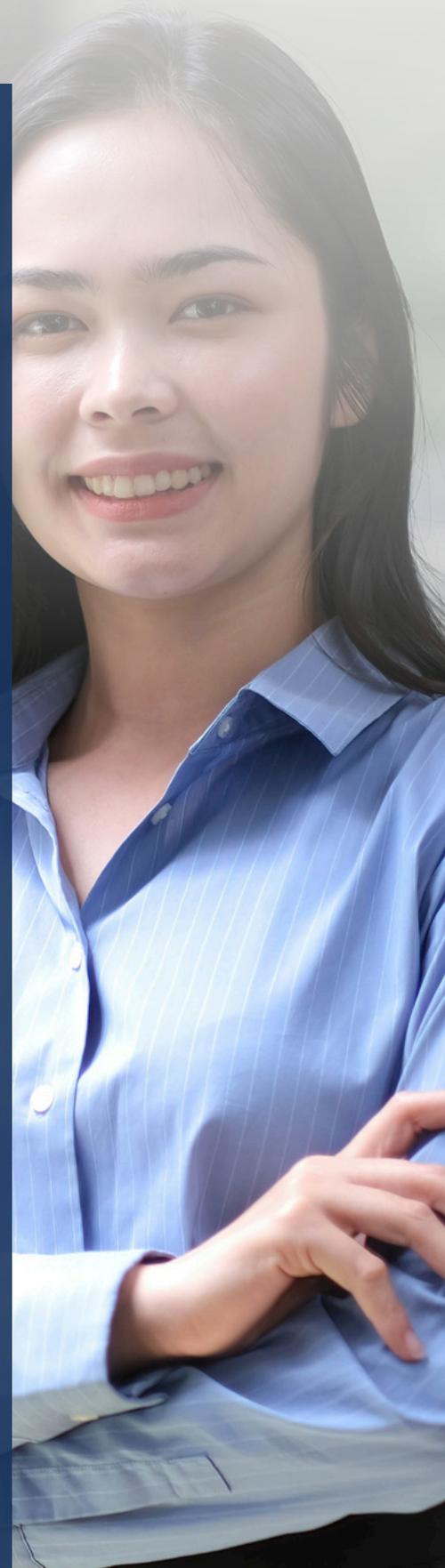
Understanding your own behavioural preferences — whether **Dominant, Influential, Steady, or Conscientious** — is vital for building rapport. Participants will receive a DISC report to understand the pros and cons of their natural coaching style.



The T-GROW Coaching Framework

The core of the programme, and a structured roadmap for effective dialogue:

- **Topic:** Clarifying the focus.
- **Goal:** Setting meaningful objectives.
- **Reality:** Understanding the current situation fully.
- **Options:** Encouraging new ideas and approaches.
- **Way Forward:** Converting ideas into specific action and accountability.



BY THE END OF THIS INTENSIVE TRAINING PROGRAMME, PARTICIPANTS WILL BE ABLE TO:

- **Understand the fundamental definition of coaching** and how it differs from directing, mentoring, and training.
- **Adopt a Solution-Focused Coaching Mindset**, shifting the focus from "what's the matter" to "what matters" to the employee.
- **Identify individual coaching styles using the DISC Personality System** to adapt to various Situational Leadership scenarios.
- **Apply the T-GROW Coaching Model** to provide a clear, five-stage structure for every performance conversation.
- Master Active Listening through the **Listen-Select-Build (LSB) technique**
- Develop the art of **Powerful Questioning**.
- **Learn to structure coaching conversations** that move from "Problem Talk" to "Solution Talk".

WHO SHOULD ATTEND?

- **Senior Leaders and Executives** who want to harness coaching to drive business performance and get results in a humane, effective fashion.
- **Managers and Team Leads** looking to improve the transfer of knowledge and skills within their organisation while creating an environment where everyone can contribute.
- **Newly Promoted Managers** who may be struggling to handle team conflicts or feel overwhelmed by new leadership dynamics.

DELIVERABLES

- Personalised PeopleKeys® DISC Personality Style Report
- The 16 Solution-Focused (SF) Power Tools
- T-GROW Coaching Framework
- A Tailored Workplace Action Plan

**READY TO TRANSFORM YOUR LEADERSHIP
CONVERSATIONS FROM PROBLEM-CENTRIC
TO SOLUTION-FOCUSED? ENQUIRE TODAY!**

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