JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Advanced Coaching Skills for Supervisors and Managers Training Course

17 – 28 October 2027
Kuala Lumpur

Advanced Coaching Skills for Supervisors and Managers Training Course

Ref: 369_13017 **Date:** 17 – 28 October 2027 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Advanced Coaching Skills for Supervisors and Managers is a 2-week training course for supervisors, team leaders and line managers who coach their direct reports, and each participant builds a team coaching plan tied to individual performance goals. Flatter structures and leaner teams mean frontline leaders now carry most of the responsibility for growing capability on the job. Jupiter Prime Training runs this course for leaders who coach while they manage.

Why Coaching Skills for Supervisors and Managers Matter Now

Three pressures land on the frontline leader. Operations run with fewer layers, so a shift supervisor in a plant or a branch manager in retail must develop people without a dedicated trainer nearby. Employees expect frequent, specific conversations about their progress rather than a yearly rating. Senior leaders want performance problems handled early and fairly before they become disciplinary cases. A leader who coaches well lifts output and keeps good people; one who only instructs creates dependency and repeats the same corrections. The course draws on the GROW coaching model and the International Coaching Federation ICF Core Competencies, adapted to the realities of line management.

Who Gains Most from Coaching Skills for Supervisors and Managers

- Leaders who run weekly one-to-ones and set individual targets for their direct reports
- Shift and site supervisors who correct performance on the floor in real time
- Team leaders who handle underperformance before it reaches HR
- Newly promoted managers moving from expert contributor to developer of others
- Section heads who want a team climate where colleagues coach each other

A department gains most when its supervisors and the manager they report to attend together, so on-the-job coaching, one-to-one structure and underperformance handling follow one consistent approach.

Coaching Skills for Supervisors and Managers Capabilities

Participants turn coaching from an occasional event into a daily leadership habit that fits inside short shifts, busy counters and tight production schedules.

- Apply short in-the-moment coaching on the job without stopping operations — frontline staff and their customers
- Design one-to-one agendas that balance results, development and wellbeing — direct reports
- Build SMART individual performance goals linked to team targets — the department head
- Communicate corrective feedback that protects dignity and changes behaviour — underperforming employees

- Assess whether a gap stems from skill, will or obstacles before choosing a response — HR partners
- Specify team rituals that spread peer coaching across shifts — the wider workforce

Key Coaching Skills for Supervisors and Managers Terms

- Performance coaching — a manager-led conversation focused on improving a specific result or behaviour in the employee's current role.
- In-the-moment coaching — a brief coaching exchange held at the point of work, triggered by a live task or incident.
- One-to-one meeting — a regular scheduled conversation between a manager and a direct report about progress, obstacles and development.
- Skill-will matrix — a grid that classifies an employee's capability and motivation to choose directing, guiding, exciting or delegating.
- SMART goal — an objective that is specific, measurable, achievable, relevant and time-bound.
- Performance improvement conversation — a structured discussion that names a shortfall, agrees actions and sets a review point.

Coaching Skills for Supervisors and Managers Day by Day

Day 1: The Leader as Coach on the Front Line

- Directing Versus Coaching Leadership Styles — When Each Fits the Situation
- GROW Model for Line Managers — Short Structured Conversations at Work
- ICF Core Competencies Translated for Managers — What Good Coaching Looks Like
- Coaching Barriers in Operational Roles — Time, Hierarchy and Habit
- Personal Coaching Style Self-Assessment — Starting Point for Development

Day 2: Listening and Questioning on the Job

- Active Listening Signals in Busy Settings — Showing Attention Quickly
- Question Funnel Technique — From Broad Exploration to Specific Commitment
- Avoiding Leading and Rescue Questions — Keeping Ownership with the Employee
- Paraphrasing to Confirm Understanding — Reducing Costly Misunderstandings
- Triad Practice with Observer Checklists — Sharpening Questioning Habits

Day 3: In-the-Moment Coaching

- Two-Minute Coaching Routine — Fitting Development into a Live Shift
- Ask Before Tell Sequence — Building Problem-Solving on the Floor
- Coaching After Errors and Near Misses — Learning Without Blame
- Demonstrate, Observe, Debrief Cycle — Transferring Technical Skills
- Examples from Production Lines and Service Counters — Adapting to Context

Day 4: Structuring Effective One-to-Ones

- One-to-One Agenda Template — Results, Obstacles, Development and Wellbeing
- Meeting Rhythm and Cadence Choices — Weekly, Fortnightly or Monthly
- Employee-Led One-to-Ones — Shifting Preparation to the Direct Report
- Recording Agreements and Follow-Ups — Simple Notes That Build Accountability
- Remote and Shift-Based One-to-Ones — Keeping Contact Across Locations

Day 5: Goal Setting and Performance Alignment

- SMART Individual Goals — Turning Team Targets into Personal Objectives
- Cascading Departmental Objectives — Visible Line of Sight
- Development Goals Versus Delivery Goals — Balancing Today and Tomorrow
- Progress Tracking Boards — Making Performance Visible to the Team
- Mid-Cycle Goal Reviews — Adjusting Targets When Conditions Change

Day 6: Feedback That Changes Behaviour

- Specific Positive Recognition — Reinforcing the Behaviours Worth Repeating
- Situation-Behaviour-Impact Feedback — Clear Corrective Messages
- Feedback Timing and Setting — Private, Prompt and Proportionate
- Receiving Upward Feedback from the Team — Modelling Openness
- Cultural Differences in Direct Feedback — Adjusting Tone Across a Diverse Team

Day 7: Coaching Through Underperformance

- Skill-Will Matrix Diagnosis — Capability, Motivation or Obstacle
- Performance Improvement Conversation Structure — Naming the Gap Fairly
- Agreeing Action Plans and Support — Shared Responsibility for Recovery
- Handling Excuses, Silence and Emotion — Keeping the Conversation on Track
- When Coaching Ends and Formal Process Begins — Working with HR

Day 8: Coaching Different People and Situations

- Coaching High Performers — Stretch Assignments and Retention
- Coaching Experienced Staff Older Than the Manager — Respect and Credibility
- Coaching New Starters Through Onboarding — Fast Route to Competence
- Coaching Former Peers After Promotion — Resetting the Relationship
- Coaching for Safety and Quality Behaviours — Examples from Logistics and Banking

Day 9: Building a Coaching Team Culture

- Peer Coaching Pairs and Huddles — Spreading Coaching Beyond the Manager
- Team Learning Reviews After Projects — What Worked and What to Change
- Psychological Safety Indicators — Encouraging Questions and Admitted Mistakes
- Kirkpatrick Model Applied to Team Coaching — Evidence of Behaviour Change
- Coaching Habit Tracking for Managers — Sustaining the Routine

Day 10: Practising the Team Coaching Plan

- Applying In-the-Moment Coaching in Simulated Shifts — Observed Practice
- Applying One-to-One and Goal Templates to Real Team Members — Drafting Agendas
- Applying the Skill-Will Matrix to an Underperformance Case — Choosing the Response
- Peer Challenge of Coaching Rituals and Measures — Testing Feasibility
- Completing the Team Coaching Plan — Individual Goals, Rhythm and Team Rituals

Applying Coaching Skills for Supervisors and Managers After the Course

- Hold one-to-ones with every direct report using the four-part agenda and record one agreed development action for each person
- Run a skill-will diagnosis for one current underperformance case and lead a structured improvement conversation with a review date

Coaching Skills for Supervisors and Managers Questions FAQ

What are coaching skills for supervisors and managers and why do they matter now?

Coaching skills for supervisors and managers are the listening, questioning, goal-setting and feedback methods leaders use to improve their direct reports' performance on the job. They matter now because flatter organisations rely on frontline leaders to develop people without dedicated trainers.

Which roles gain most from advanced coaching skills for supervisors and managers?

Supervisors, team leaders and line managers gain most. You benefit if you run one-to-ones, set individual targets, correct performance on the floor or handle underperformance before it becomes a formal HR matter.

How do advanced coaching skills for supervisors and managers differ from a coaching and mentoring scheme course?

Advanced coaching skills for supervisors and managers focus on everyday performance coaching of your own team. A coaching and mentoring scheme course prepares internal coaches and scheme owners to run formal coaching assignments and organisation-wide mentoring pairs.

What do you bring back from advanced coaching skills for supervisors and managers?

You bring back a team coaching plan with individual goals for each direct report, a one-to-one rhythm, an approach to underperformance and team rituals for peer coaching. It is ready to start the week you return.

Coaching Skills for Supervisors and Managers: The Way Forward

The team coaching plan first informs the goals and one-to-one rhythm agreed with each direct report in the coming month. The supervisor uses it daily, direct reports see their own goals in it, and the department head uses it to track development across shifts. After the first quarter, revisit the peer coaching rituals, because the team itself will show which ones stick.