Coaching Conversations for Support Supervisors Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced and customer-centric business environment, effective leadership is no longer limited to managerial oversight; it hinges on the ability to coach, mentor, and inspire support teams. Coaching Conversations for Support Supervisors Training Course is designed to equip supervisors with the critical skills, communication strategies, and behavioral insights needed to enhance team performance, foster accountability, and drive measurable outcomes. This program emphasizes practical, action-oriented coaching techniques, empowering supervisors to transform routine interactions into high-impact coaching conversations that motivate and develop their teams.

By combining real-world case studies, interactive exercises, and scenario-based learning, this course ensures that participants not only understand coaching principles but also apply them effectively in their daily roles. Participants will learn how to identify performance gaps, provide constructive feedback, cultivate a culture of continuous improvement, and build resilient, high-performing teams. With a strong focus on emotional intelligence, active listening, and behavioral change, this training equips support supervisors to become transformational leaders who inspire engagement, enhance team productivity, and drive organizational success.

Programme Curriculum

Coaching Conversations for Support Supervisors Training Course

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Course Duration

5 days

Course Objectives

1. Develop advanced coaching and mentoring skills for frontline support teams.
2. Enhance active listening and questioning techniques for impactful conversations.
3. Master feedback delivery that motivates performance improvement.
4. Implement performance improvement plans using a structured coaching approach.
5. Build emotional intelligence to handle challenging conversations effectively.
6. Cultivate team engagement strategies for higher productivity.
7. Strengthen problem-solving and decision-making capabilities.
8. Promote continuous learning and development within support teams.
9. Utilize data-driven insights to guide coaching interventions.
10. Improve communication clarity and reduce misunderstandings.
11. Foster a culture of accountability and ownership among team members.
12. Apply behavioral change frameworks to enhance team dynamics.
13. Leverage real-world scenarios and case studies for practical learning.

Target Audience

1. Support team supervisors and team leads
2. Customer service managers seeking coaching skills
3. HR professionals involved in team development
4. Frontline team leaders in call centers or support centers
5. Aspiring managers aiming to enhance coaching capabilities
6. Employee engagement specialists
7. Quality assurance supervisors
8. Learning and development coordinators

Course Modules

Module 1: Foundations of Coaching Conversations

- Understanding the difference between managing vs. coaching
- Key principles of effective coaching frameworks
- Identifying coaching opportunities in daily work

- Role of emotional intelligence in coaching
- Setting SMART coaching objectives

  Case Study: Transforming a low-performing support team through coaching

Module 2: Active Listening and Powerful Questioning

- Techniques for active listening and empathy
- Crafting open-ended questions for meaningful insights
- Avoiding assumptions and biases in conversations
- Listening for hidden challenges and opportunities
- Role-playing exercises to practice questioning skills

  Case Study: Coaching a team member struggling with time management

Module 3: Delivering Constructive Feedback

- Models for feedback delivery
- Turning negative feedback into learning opportunities
- Balancing positive reinforcement and corrective guidance
- Handling defensive responses professionally
- Embedding feedback into regular coaching routines

  Case Study: Improving customer satisfaction scores via feedback coaching

Module 4: Performance Improvement Coaching

- Setting performance benchmarks and KPIs
- Diagnosing root causes of underperformance
- Designing personalized coaching plans
- Tracking progress and accountability
- Celebrating small wins to boost morale

  Case Study: Recovering a struggling support agent to meet targets

Module 5: Motivation and Engagement Strategies

- Identifying intrinsic and extrinsic motivators
- Building trust and rapport with team members
- Encouraging ownership and proactive behavior
- Recognizing efforts through micro-rewards and acknowledgment
- Sustaining long-term team engagement

  Case Study: Increasing team productivity by 25% through engagement initiatives

Module 6: Conflict Resolution and Difficult Conversations

- Techniques for managing conflicts professionally
- Navigating sensitive conversations without escalation
- Applying empathy and neutrality in disagreements
- Using structured approaches to resolve conflicts
- Coaching team members to self-manage disputes

  Case Study: Resolving a recurring conflict between team members

Module 7: Data-Driven Coaching and Insights

- Using metrics and KPIs to guide coaching sessions

- Identifying performance patterns and trends
- Implementing actionable insights into daily coaching
- Leveraging CRM and support data analytics
- Continuously evaluating coaching effectiveness

  Case Study: Boosting first-call resolution rates through analytics-based coaching

Module 8: Sustaining a Coaching Culture

- Embedding coaching in team routines and meetings
- Encouraging peer coaching and knowledge sharing
- Reinforcing continuous learning and development
- Aligning coaching objectives with organizational goals
- Measuring long-term impact of coaching interventions

  Case Study: Developing a self-sustaining coaching culture in a multi-location support team

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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