Coaching Skills for Public Sector Leaders Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Coaching skills have become a critical competency for public sector leaders seeking to enhance employee performance, engagement, and organizational impact. Effective coaching empowers leaders to cultivate high-performing teams, drive innovation, and foster a culture of continuous learning. Coaching Skills for Public Sector Leaders Training Course provides practical strategies, tools, and techniques to develop coaching capabilities tailored to the public sector environment, addressing the unique challenges of governance, bureaucracy, and stakeholder management. Participants will learn how to establish trust, provide constructive feedback, and support professional growth across diverse teams.

The program also emphasizes the integration of coaching frameworks into leadership practice, performance management, and strategic initiatives. Participants will engage in experiential learning, role-plays, and case studies that illustrate real-world applications of coaching in public institutions. By mastering these skills, leaders can enhance team collaboration, improve decision-making, and strengthen organizational accountability and public service delivery.

Programme Curriculum

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Course Objectives

1. Understand the principles and benefits of coaching in public sector leadership.
2. Develop effective listening and questioning skills to enhance team performance.
3. Apply coaching frameworks for goal setting, feedback, and accountability.
4. Foster employee engagement through personalized coaching strategies.
5. Identify individual and team development needs and growth opportunities.
6. Integrate emotional intelligence into coaching conversations.
7. Use data-driven insights to monitor coaching outcomes and team progress.
8. Navigate challenges of bureaucracy and organizational resistance in coaching.
9. Promote a culture of continuous learning and high performance.
10. Enhance leadership presence and influence through coaching techniques.
11. Build resilience and adaptability in teams through structured coaching.
12. Develop strategies for coaching across hierarchical and cross-functional teams.
13. Apply ethical standards and integrity in all coaching interactions.

Organizational Benefits

- Improved team performance and productivity
- Enhanced employee engagement and morale
- Strengthened leadership capabilities and decision-making
- Better alignment of individual goals with organizational objectives
- Increased retention of high-potential employees
- Greater innovation and problem-solving across teams
- Improved stakeholder satisfaction through effective leadership
- Strengthened accountability and performance management
- Enhanced organizational learning culture
- Reduced workplace conflicts and improved collaboration

Target Audiences

- Public sector managers and directors
- HR and talent development professionals
- Policy makers and program managers
- Senior civil servants and administrative leaders
- Leadership development trainers and facilitators
- Project and team leaders in government institutions

- Organizational development consultants
- Public sector innovation and transformation specialists

Course Duration: 10 days

Course Modules

Module 1: Introduction to Coaching in the Public Sector

- Definition, principles, and benefits of coaching for leaders
- Differentiating coaching from mentoring and training
- Aligning coaching with public sector values and mission
- Role of coaching in driving organizational performance
- Overcoming challenges of bureaucracy and hierarchical structures
- Case Study: Implementing coaching practices in a government department

Module 2: Core Coaching Competencies

- Active listening and powerful questioning techniques
- Building rapport and trust with team members
- Providing constructive and timely feedback
- Encouraging self-reflection and personal accountability
- Enhancing emotional intelligence in coaching sessions
- Case Study: Coaching a high-performing but disengaged team member

Module 3: Coaching Frameworks and Models

- GROW model and its application in public sector contexts
- CLEAR and OSCAR frameworks for structured coaching
- Aligning coaching goals with organizational objectives
- Setting SMART goals and actionable plans
- Using coaching frameworks to resolve workplace challenges
- Case Study: Applying the GROW model to improve project delivery

Module 4: Developing High-Performance Teams

- Identifying team strengths, weaknesses, and dynamics
- Coaching for collaboration and synergy
- Addressing team conflicts through coaching
- Motivating teams to achieve high standards
- Aligning team objectives with strategic goals
- Case Study: Transforming a low-performing team into a high-performing unit

Module 5: Emotional Intelligence in Coaching

- Understanding self-awareness and self-regulation
- Empathy and social skills in leadership coaching
- Managing stress and building resilience in teams
- Applying emotional intelligence to resolve workplace conflicts
- Using EI to enhance communication and influence
- Case Study: Coaching a team through organizational change using EI principles

Module 6: Goal Setting and Accountability

- Establishing clear performance expectations
- Aligning individual goals with organizational priorities
- Monitoring progress and providing regular feedback
- Holding employees accountable without reducing motivation
- Celebrating successes and learning from failures
- Case Study: Implementing a goal-setting framework in a government program

Module 7: Coaching Across Hierarchies

- Adapting coaching approaches for senior and junior staff
- Managing upward and cross-functional coaching relationships
- Addressing power dynamics and organizational culture challenges
- Promoting transparency and open communication
- Encouraging collaborative problem-solving
- Case Study: Coaching across levels to improve inter-departmental collaboration

Module 8: Coaching for Change Management

- Supporting teams during organizational transformations
- Building resilience and adaptability in staff
- Addressing resistance to change through coaching conversations
- Aligning coaching strategies with strategic initiatives
- Monitoring and evaluating change adoption progress
- Case Study: Coaching leaders to successfully implement new public policies

Module 9: Feedback and Performance Review Techniques

- Providing objective and constructive feedback
- Incorporating coaching in performance appraisal processes
- Balancing praise and developmental guidance

- Encouraging self-assessment and reflection
- Integrating feedback loops into organizational culture
- Case Study: Using coaching to improve annual performance review outcomes

Module 10: Coaching for Diversity and Inclusion

- Understanding unconscious bias and its impact on teams
- Promoting equitable opportunities through coaching
- Adapting coaching to diverse backgrounds and work styles
- Encouraging inclusive decision-making and collaboration
- Measuring the impact of coaching on inclusivity
- Case Study: Coaching diverse teams to enhance inclusion and equity

Module 11: Ethical Coaching Practices

- Defining ethical standards in coaching
- Maintaining confidentiality and integrity
- Avoiding conflicts of interest and favoritism
- Encouraging transparency and trust
- Promoting accountability and responsible leadership
- Case Study: Resolving ethical dilemmas through coaching interventions

Module 12: Coaching Tools and Techniques

- Assessment tools and diagnostic instruments
- Questioning frameworks and listening guides
- Coaching journals and progress tracking templates
- Digital tools for virtual coaching sessions
- Role-playing and simulation techniques
- Case Study: Using digital tools to track coaching progress in a public sector team

Module 13: Embedding Coaching in Organizational Culture

- Integrating coaching into leadership development programs
- Promoting peer-to-peer coaching initiatives
- Establishing coaching champions and networks
- Aligning coaching with organizational strategy and values
- Evaluating cultural adoption and sustainability
- Case Study: Embedding coaching practices in a municipal government organization

Module 14: Measuring Coaching Impact

- Key performance indicators for coaching effectiveness
- Assessing individual, team, and organizational outcomes
- Collecting and analyzing coaching feedback data
- Adjusting coaching strategies based on impact measurement
- Reporting coaching outcomes to senior management
- Case Study: Evaluating coaching impact on employee engagement and productivity

Module 15: Action Planning and Continuous Improvement

- Developing personalized action plans for coaching implementation
- Building continuous learning and development cycles
- Incorporating feedback for ongoing coaching refinement
- Sustaining coaching momentum across teams and departments
- Scaling coaching practices within the public sector institution
- Case Study: Launching an institution-wide coaching initiative

Training Methodology

- Instructor-led presentations and conceptual briefings
- Practical exercises, role-plays, and simulations
- Group discussions and peer learning activities
- Case study analysis and real-world applications
- Tools, templates, and frameworks for implementation
- Continuous feedback, assessment, and coaching practice sessions

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	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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