



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Coaching Excellence

Leadership Development



10501



In-Class



16 hours

Course Description:

This course introduces participants to the fundamentals of workplace coaching and how it can be used to support employee development and performance. Participants will explore what coaching is, how it differs from mentoring or directing, and when it can be applied effectively in professional settings. The course focuses on building key coaching skills such as powerful questioning and active listening, while providing a structured approach to coaching conversations using frameworks like the GROW Model. Through practical exercises and role-play activities, participants will practice conducting coaching conversations and learn how to apply coaching techniques in their daily interactions with colleagues and team members.

Target Audience:

- Team Leaders
- Managers

Course Objectives:

By the end of this course, participants will be able to:

- Define coaching and distinguish it from related practices such as mentoring, training, and advising.
- Explain the purpose and applications of coaching in improving individual performance, development, and workplace engagement.
- Demonstrate the core principles of effective coaching conversations, including building trust and maintaining a development-focused mindset.
- Apply structured questioning techniques to encourage reflection, insight, and problem-solving during coaching discussions.
- Practice active listening skills to accurately understand perspectives, emotions, and underlying challenges.
- Conduct a basic coaching conversation to identify opportunities to apply coaching approaches in different scenarios.

Course Outline:

Module One: Introduction to Coaching

- What coaching is and what it is not
- Differences between coaching, mentoring, training, and advising
- The value of coaching in professional development

Module Two: Applications for Coaching in the Workplace

- Situations where coaching is effective
- Coaching vs directing in leadership
- Supporting employee development through coaching
- Coaching for performance improvement and growth

Module Three: Coaching in Practice

- Stages of a coaching conversation
- Building trust and psychological safety
- Guiding employees toward self-discovery
- Coaching frameworks such as the GROW Model (Goal–Reality–Options–Will)

Module Four: Core Coaching Skills: Questioning and Active Listening

- Types of coaching questions
- Open vs closed questions
- Probing and reflective questions
- Active listening techniques
- Avoiding common listening barriers

Module Five: Coaching in Action

- Coaching role-play scenarios
- Practicing questioning and listening skills
- Giving and receiving feedback during coaching sessions

Module Six: Applying Coaching Back in the Workplace

- Integrating coaching into everyday conversations
- Supporting team development through coaching
- Creating a coaching culture within teams
- Personal action planning



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Coaching Excellence

Leadership Development



10501



In-Class



16 hours

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1.3 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None