# COACHING, COUNSELLING AND EMOTIONAL INTELLIGENCE FOR MANAGERS COURSE

## Introduction

This comprehensive course equips managers and supervisors with practical coaching, counselling, and emotional intelligence competencies necessary for managing diverse teams and supporting employee growth and performance. Modern organizations require managers and supervisors who can effectively lead people, manage workplace relationships, support employee wellbeing, and foster high-performing teams. Technical expertise alone is no longer enough for successful leadership. Managers must possess strong emotional intelligence, coaching abilities, counselling skills, and effective communication techniques to address workplace challenges, improve employee engagement, and build positive organizational cultures. The course explores how emotionally intelligent leadership contributes to improved communication, conflict resolution, employee motivation, teamwork, and organizational productivity. Participants will gain practical skills in understanding emotions, managing workplace stress, conducting coaching conversations, handling difficult discussions, providing constructive feedback, supporting employee wellbeing, and creating psychologically safe work environments. The programme further examines leadership self-awareness, empathy, interpersonal communication, emotional regulation, and relationship management as essential competencies for effective managerial performance

## Course Objectives

- Understand the principles and importance of emotional intelligence in leadership and management.
- Develop self-awareness, self-regulation, empathy, and interpersonal communication skills.
- Differentiate between coaching, mentoring, counselling, and supervision roles in the

workplace.
- Apply coaching techniques to improve employee performance, motivation, and development.
- Use counselling approaches to support employees facing workplace and personal challenges.
- Manage employee emotions, workplace stress, and interpersonal conflicts effectively.
- Conduct difficult conversations and deliver constructive feedback professionally.
- Promote trust, psychological safety, and positive workplace relationships.
- Strengthen employee engagement, resilience, and teamwork through supportive leadership.
- Build emotionally intelligent workplace cultures that enhance productivity and employee wellbeing.

## Course Modules

### > Module 1: Foundations of Emotional Intelligence for Leaders
- Understanding emotional intelligence and its importance
- Components of emotional intelligence
- Self-awareness and emotional self-assessment
- Self-regulation and emotional control
- Empathy and social awareness in leadership
- Relationship management and interpersonal effectiveness
- Emotional intelligence and workplace performance
- Developing emotionally intelligent leadership styles

### > Module 2: Coaching and Counselling in the Workplace
- Understanding workplace coaching and counselling
- Differences between coaching, counselling, mentoring, and supervision
- Roles and responsibilities of managers in employee support
- Ethical considerations in coaching and counselling
- Confidentiality and professional boundaries
- Identifying employee support needs
- Creating supportive workplace environments
- Benefits of coaching and counselling for organizations

### > Module 3: Managing Employee Emotions and Workplace Behaviour
- Understanding employee emotions and behaviour

- Emotional triggers and workplace reactions
- Managing stress, anxiety, and frustration in teams
- Handling emotionally charged situations
- Building emotional resilience in employees
- Workplace conflict and emotional management
- Managing difficult personalities and behaviours
- Supporting employees during organizational change

### > Module 4: Performance Coaching Techniques

- Principles of performance coaching
- Goal setting and performance improvement planning
- Conducting effective coaching conversations
- Active listening and powerful questioning techniques
- Motivating employees for improved performance
- Coaching for accountability and ownership
- Supporting employee career growth and development
- Monitoring and evaluating coaching outcomes

### > Module 5: Difficult Conversations and Constructive Feedback

- Preparing for difficult workplace conversations
- Managing sensitive discussions professionally
- Delivering constructive and corrective feedback
- Addressing poor performance and misconduct
- Conflict resolution and mediation techniques
- Communication skills for challenging situations
- Managing resistance and emotional reactions
- Building trust during difficult conversations

### > Module 6: Building Psychologically Safe Workplaces

- Understanding psychological safety in organizations
- Creating trust and openness within teams
- Encouraging employee participation and engagement
- Inclusive leadership and respect in the workplace
- Managing workplace bullying and harassment
- Promoting mental wellbeing and employee support systems
- Strengthening teamwork and collaboration
- Developing positive organizational cultures

## > Module 7: Communication Skills for Effective Leadership

- Principles of effective workplace communication
- Verbal and non-verbal communication skills
- Emotional intelligence in communication
- Listening skills for managers and leaders
- Managing communication barriers
- Persuasive and motivational communication
- Communication during workplace crises and change
- Building strong professional relationships through communication

## > Module 8: Employee Wellbeing, Motivation and Engagement

- Understanding employee wellbeing and engagement
- Motivational theories and workplace application
- Recognizing signs of burnout and disengagement
- Strategies for improving morale and motivation
- Work-life balance and employee support
- Recognition and appreciation strategies
- Building resilient and productive teams
- Leadership practices that promote employee wellbeing

## > Module 9: Conflict Management and Relationship Building

- Sources of workplace conflict
- Emotional intelligence in conflict resolution
- Negotiation and mediation skills
- Managing interpersonal disputes
- Building collaborative workplace relationships
- Trust-building techniques for leaders
- Managing diversity and cultural differences
- Promoting harmony and teamwork in organizations

## > Module 10: Developing an Emotionally Intelligent Organizational Culture

- Embedding emotional intelligence into organizational culture
- Leadership influence on workplace climate
- Policies and practices that support employee wellbeing
- Coaching cultures and continuous learning environments
- Organizational values and behavioural standards
- Measuring emotional intelligence and workplace culture

- Sustaining supportive leadership practices
- Future trends in leadership, coaching, and workplace wellbeing