



Healthcare Leadership Coaching Skills Training Course

17 – 21 January 2027
Nairobi

Healthcare Leadership Coaching Skills Training Course

Ref: 1430_205546 **Date:** 17 – 21 January 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Healthcare Leadership Coaching Skills Training Course is a one-week intermediate course for healthcare managers, clinical team leaders, nursing supervisors, department heads, medical educators, and quality-improvement leaders who leave with a Healthcare Leadership Coaching Plan. Participants apply a coaching leadership style through coaching agreements, active listening, awareness-building questions, developmental feedback, goal setting, psychological safety, and accountable follow-up. Agile Leaders Training Center presents healthcare leadership coaching through workplace conversations and team-development practice.

Who Should Attend

- Healthcare management functions responsible for staff development, service delivery, and leadership decisions
- Clinical team functions responsible for coordination, performance conversations, and workplace learning
- Nursing supervision functions responsible for team support, feedback, and accountable practice
- Medical education functions responsible for developmental conversations and reflective learning
- Quality-improvement functions responsible for behavior change, collaboration, and sustained action

The course assumes participants lead or support healthcare staff and leaves out therapy, patient health coaching, clinical supervision credentials, and professional coach certification.

Departments and Industries

The course supports departments and industries where leaders develop people while maintaining safe role boundaries.

- Hospitals, ambulatory services, and community healthcare providers
- Clinical operations, nursing services, and allied health departments
- Medical education, faculty development, and workforce learning functions
- Quality improvement, patient safety, and service transformation teams
- Healthcare advisory, insurance, and health technology organizations

Learning Objectives

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



- Apply a coaching mindset to healthcare leadership situations
- Use coaching agreements, active listening, and purposeful inquiry
- Analyze psychological safety and ethical boundary risks
- Build developmental feedback and performance conversations
- Use goal-setting and accountability methods with individuals and teams
- Evaluate coaching plans and leadership impact measures

Course Agenda

Day 1: Coaching Leadership Foundations

- Coaching Leadership Style Decision Map
- ICF Core Competencies Relevance Matrix
- Coaching Mindset Reflection Guide
- Ethical Scope and Boundary Checklist
- Coaching Agreement Canvas

Day 2: Listening and Purposeful Inquiry

- Leadership Presence Attention Practice
- Active Listening Observation Grid
- Awareness-Building Question Bank
- Reflection and Summarizing Method
- Assumption and Bias Check

Day 3: Feedback and Performance Conversations

- Psychological Safety Conversation Map
- Behavioral Feedback Structure
- Strengths-Based Development Review
- Performance Conversation Planning Guide
- Difficult Conversation Boundary Pathway

Day 4: Goals, Teams, and Accountability

- Goal and Action Design Canvas
- Accountability and Follow-Up Tracker
- Team Learning Debrief Method
- Coaching Culture Enabler Map
- Leadership Impact Measurement Dashboard



Day 5: Healthcare Coaching Practice

- Exercise: Conduct an Active Listening Conversation
- Exercise: Use Awareness-Building Questions
- Exercise: Structure Developmental Feedback
- Exercise: Agree Actions and Accountability
- Capstone Exercise: Healthcare Leadership Coaching Plan

Practical Exercises

The course uses suggested activities from clinical operations, workforce learning, and quality-improvement settings.

- Suggested activity: observe a leadership conversation and record listening behaviors, assumptions, and missed inquiry opportunities.
- Suggested activity: plan a developmental feedback conversation that protects psychological safety and clarifies performance expectations.
- Suggested activity: distinguish coaching, directing, mentoring, referral, and escalation choices in healthcare leadership cases.
- Suggested activity: build a Healthcare Leadership Coaching Plan with agreements, questions, goals, follow-up, boundaries, and impact measures.

FAQs

Who suits healthcare leadership coaching training, and what does it assume?

Healthcare leadership coaching training suits managers, team leaders, supervisors, educators, and improvement leaders who already support staff. It assumes workplace leadership responsibility and excludes therapy, patient coaching, clinical supervision credentials, and professional coach certification.

How does healthcare leadership coaching differ from general management training?

Healthcare leadership coaching develops listening, inquiry, reflection, and staff-owned action within appropriate boundaries. General management training more often emphasizes planning, control, delegation, and operational decision-making across a wider set of responsibilities.

What is a coaching leadership style in healthcare?

A coaching leadership style uses agreed outcomes, attentive listening, purposeful questions, feedback, and follow-up to help staff examine choices and take responsibility. Leaders still direct, escalate, or refer when safety, competence, policy, or urgent service needs require it.



How does psychological safety support healthcare coaching conversations?

Psychological safety supports honest reflection, questions, concerns, and learning without removing accountability. Healthcare leaders reinforce it by listening without premature judgment, clarifying purpose, recognizing power differences, and responding constructively to information.

How can leaders evaluate healthcare coaching impact?

Leaders can evaluate healthcare coaching through agreed behavior changes, action completion, feedback quality, team learning, and service-relevant indicators. Measures should fit the conversation's purpose and avoid claiming that coaching alone caused wider clinical or organizational results.

Conclusion

The course connects coaching mindset, ethical agreements, active listening, inquiry, feedback, psychological safety, goals, accountability, and team learning. Participants take back a Healthcare Leadership Coaching Plan. The plan structures developmental conversations, clarifies boundaries, records actions, supports follow-up, and links leadership practice with observable workplace measures.