COURSE SYLLABUS

Coaching Conversations: GROW-Model for Government Supervisors (Self-Paced)

Coaching has become an essential leadership approach in government workplaces, helping supervisors support employee performance, growth, and problem-solving through structured conversations. This topic explores the GROW coaching model and its use in performance discussions, development planning, career guidance, and everyday supervisory interactions.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/coaching-conversations-grow-model-for-government-supervisors-self-paced

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Course Outline

Module 1: Coaching in the Government Supervisor's Role

- When to coach, when to direct

- Common myths about coaching

- Reflection: A time someone coached you well

Module 2: The GROW Model

- Goal, Reality, Options, Will

- Setting up the conversation for trust

- Activity: Walk through a sample GROW conversation

Module 3: Powerful Questions and Active Listening

- Question types that open vs. close thinking

- Listening for what is not said

- Activity: Question swap with a colleague

Module 4: Applying GROW to Real Conversations

- Performance, development, and career discussions

- Coaching through a problem instead of solving it

- When coaching is the wrong tool

Module 5: Capstone — Your First Three Coaching Conversations

- Capstone Activity: Plan three real conversations using GROW

- Closing: Building the habit