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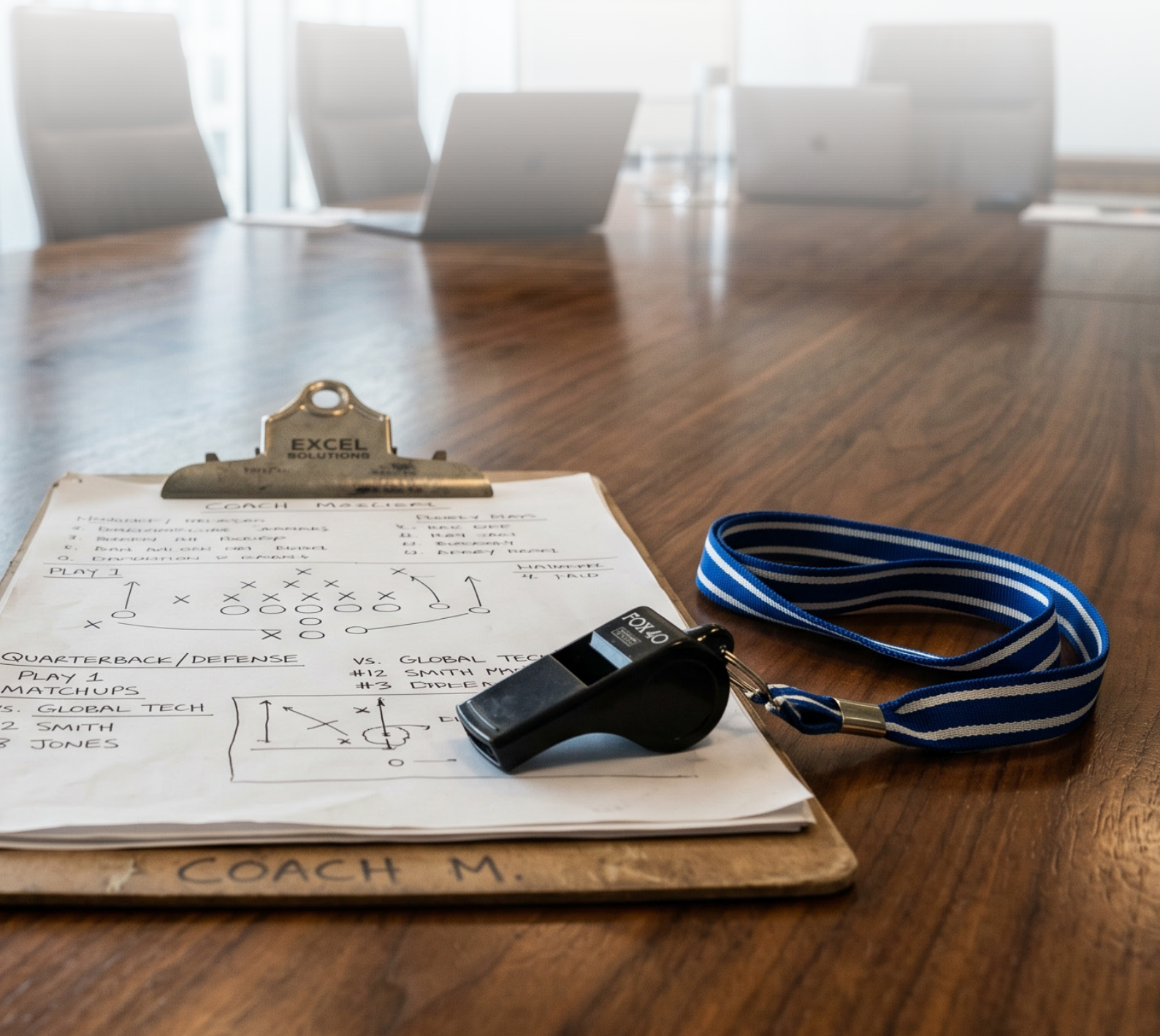
SCHOOL OF EXECUTIVE EDUCATION
AND LIFELONG LEARNING

In partnership with:



Mastering Coach-like Leadership

Make every leadership conversation count.



The Ultimate Leadership Question

What if the greatest competitive advantage your organization could develop isn't a new strategy, technology, or market position—but leaders who unlock the full thinking capacity of every person they lead?

This is not just leadership development. This is organizational evolution.

It's a way of being—a capacity to see potential, expand thinking, and activate ownership in others.

Mastering coach-like leadership develops this capacity

Step into the future of leadership. Equip your leaders with the coaching-oriented competencies that define 21st-century excellence.

Transform leadership



Transform culture



Transform results



Mastering Coach-like Leadership

Why Leadership Conversations Matter

Your leaders are under intense time and performance pressure. The less time people have with their manager, the more each conversation needs to count.

In this program, leaders learn to cultivate a coaching mindset that can:

- Turn daily interactions into learning moments
- Engage people in higher-order thinking
- Encourage creative problem-solving in everyday challenges

This capability is built through deliberate practice and reinforced through integration and measurement—so the shift shows up in real meetings.

This isn't another soft-skills communicative leadership workshop. This is a competency-driven transformation that rewires how leaders show up in every conversation—from problem-solvers into thought partners and from directive managers into coaching-oriented leaders who create cultures of learning, agility, and sustained performance.

The future belongs to leaders who don't just provide answers, they expand people's thinking capacity.



The Hidden Lever Behind Every Leadership Conversation

Most leadership programs train what to talk about: goals, feedback, development, and problem-solving. Yet in real work, conversations break down because leaders unconsciously choose the wrong thinking orientation when under pressure, which determines what the conversation produces:

- Does thinking expand—or collapse?
- Does ownership stay with the team—or transfer to the manager?
- Does action follow—or does the same issue resurface next week?

Mastering Coach-Like Leadership strengthens everyday leadership conversations, so people think more clearly, take ownership, and follow through—without lowering performance expectations.

The training gives leaders a practical “conversation compass”—the ability to recognise and deliberately choose the most appropriate thinking system that will produce the outcome the moment requires.



Solutioning Thinking

Useful for speed and ideation



Bridging Thinking

Connecting people to resources and pathways



Resolving Thinking

Engaging in creative problem-solving



Learning Thinking

Expanding perspective so ownership stays with the person

Grounded in the International Coaching Federation (ICF) Core Competencies, this training equips leaders with the necessary coaching skillset to seize every interaction and optimise every conversation for maximum impact

The training is carefully curated to guide leaders through a fundamental identity shift:

From Traditional Leadership To Coaching-Oriented Leadership

Providing answers	→	Expanding thinking
Directing tasks	→	Facilitating ownership
Managing compliance	→	Cultivating commitment
Fixing issues	→	Building problem-solvers
Positional authority	→	Trusted partnership
Control-based Influence	→	Conversion-based Influence

The Conversation Advantage – the novelty that most training programs miss.

Mastering Coach-Like Leadership teaches leaders to identify and capitalize on coachable moments—brief, spontaneous interactions where a thoughtful question, active listening, or a reframe can shift thinking and unlock progress.

Leaders acquire the coaching competency and skillset that:

- Turn check-ins into decision conversations that move work forward
- Set goals that are specific, aligned and owned by the team
- Give feedback that is direct, respectful and developmental
- Coach in the moment (5-15 minutes) without losing accountability
- Reduce dependency by building problem-solvers, not just solving problems
- Hold commitments with clear next steps and follow-through

Leaders who coach create conditions where performance is self-driven, learning is continuous, and change is co-owned.



Coach-like leadership isn't a tool

A “coaching style” isn't something leaders switch on when they have spare time. It's a way of leading that changes what happens inside everyday interactions.

This is coaching on the fly—leadership efficiency at its finest.

At the heart of this program lies our proprietary **Awareness-Clarity-Choice Framework™**—a structured yet flexible framework designed for the workplace where leaders can apply it to master the four highest-impact workplace conversations that shape culture, performance, and trust.

1

Goal-Setting Conversation

The risk: Goals become a compliance exercise—people agree, but don't own.

Awareness: Surface assumptions, constraints, and what matters most

Clarity: Define success criteria and priorities that eliminate ambiguity

Choice: Secure commitments that people genuinely own—with next steps that hold

Goals that are ambitious, aligned, and executable — not just documented

2

Performance Feedback Conversation

The risk: Feedback triggers defensiveness, avoidance, or performative agreement.

Awareness: Describe impact and patterns without blame

Clarity: Anchor the standard and the gap without softening it

Choice: Agree on corrective actions, support, and accountability

Feedback that protects dignity and improves performance—without drama or delay.

3

Development Planning Conversation

The risk: Development becomes generic, disconnected from business reality and real growth.

Awareness: strengths, derailers, and patterns that limit impact

Clarity: Define the few growth priorities that matter most in the role and future scopet

Choice: Co-create a development pathway with real-world application and follow-through

Development that unlocks strengths and accelerates readiness that are aligned to organisational needs.

4

Creative Problem-Solving Conversation

The risk: Feedback triggers defensiveness, avoidance, or performative agreement.

Awareness: Describe impact and patterns without blame

Clarity: Anchor the standard and the gap without softening it

Choice: Agree on corrective actions, support, and accountability

Feedback that protects dignity and improves performance—without drama or delay.

These are not theoretical concepts. These are daily leadership moments—and this program ensures your leaders seize every one.

Proof of Impact

The training combines rigorous conceptual learning with intensive real-world application. This is where knowledge becomes capability.

In facilitated learning labs—situational exercises, observe recorded workplace conversation, group dialogue, and peer practice—leaders build the mindsets, frameworks, and coaching competencies, internalising a new way of thinking and relating.

Leadership development is only valuable if it creates measurable change, and this program includes:

- A robust assessment (Pre/Post) that measures conversation orientation and coaching mindset orientation
- Feedback Integration - Participants receive feedback from direct reports, peers, and leadership behaviours before and after the program.

Each participant receives two personalised coaching sessions with a certified coach to

- Explore personal leadership triggers and patterns
- Address specific application challenges
- Refine their unique coaching-oriented leadership style
- Create accountability for sustained practice

Your leaders don't just 'attend' the program—they acquire measurable, demonstrable capability improvements tracked from baseline through integration.



Recognition That Sets the Standard: Certified Coaching Leader

Aligned with the ICF Level 1 Coaching Education, participants who meet requirements are eligible to earn the Certified Coaching Leader designation. This designation demonstrates a leader's ability to use coaching skills in everyday leadership conversations—without reducing clarity, standards, or accountability

Request the pilot proposal

When leaders have limited time with their people, each interaction needs to do more than move tasks. It should help people think through problems, challenges and opportunities - and leave with clear ownership of next steps. We deliver measurable impacts, not vague promises.

Contact us to discuss how this program can be customised for your organisation's specific leadership challenges. In a focused scoping session, we will:

- The highest-cost leadership conversations in your context (misalignment, disengagement)
- Define the behaviour shifts you want to see and how they will be measured
- Propose a pilot cohort design and integration plan that proves value before scale rework, escalation





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