



# MASTERSTART



Delivered 100% online



4 – 6 learning hours per week



8 weeks

**WBS** Wits  
Business  
School  
*Sculpting global leaders*

# Coaching For High Performance

Learn how to guide people to discover just how far they can go.

This course shows you how to turn everyday conversations into effective coaching moments for continuous improvement. You'll discover neuroscientific insights and techniques like open questioning, deep listening, and impactful feedback to help to build psychological safety and trust. You'll also explore frameworks like the GROW model, which help drive accountability and fuel resilient, innovative teams.

## What will you learn?



### Success management

Driving employee growth and achievement by aligning individual and team goals with organisational objectives.



### Foster employee growth

Supporting and providing opportunities for employee skill development and career advancement.



### Boost team performance

Employing strategies to enhance the productivity and effectiveness of teams.



### Growth mindset

Embracing challenges and viewing failures as opportunities to learn and grow, fostering a culture of development.



### Coaching

The ability to shape others' attitudes, behaviours, or decisions through persuasive communication and relationship-building.



### Corporate strategy

Formulating and executing long-term plans to achieve the overall vision and objectives of the organisation.

Contact Us



+27 21 201 1167



[register@masterstart.com](mailto:register@masterstart.com)



[www.masterstart.com](http://www.masterstart.com)



Certificate of  
Competence

# Course outline

 5 collaborative learning sessions



WEEK 1

## Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

## Module 1

### The link between neuroscience and coaching

Understand how neuroscience explains behavioural triggers and apply it to manage habits in high-performance coaching.



WEEK 3

## Module 2

### The magic of open questions

Learn to use open questioning and the 3Cs of coaching to foster accountability and drive behavioural change.



WEEK 4

## Module 3

### The GROW Model

Apply the GROW model and related frameworks to design effective coaching strategies that boost team performance.



WEEK 5

## Module 4

### Risk Active listening

Master the three levels of listening and apply active techniques to improve communication and coaching outcomes.



WEEK 6

## Module 5

### Delivering powerful feedback

Learn to give feedback that builds trust and accountability, using frameworks and techniques to create a feedback culture.



WEEK 7

## Module 6

### Psychological safety and well-being

Create safe, supportive environments that encourage innovation, accountability, and growth while prioritising team well-being.



WEEK 8

## Final assessment

Reflective Essay relevant to a business environment.

## Who is this course for?

For managers, team leaders, HR professionals, and aspiring coaches who want to move past surface check-ins to inspire employee potential. If you're aiming to grow people, strengthen culture, and coach with confidence, this course gives you the strategies and tools to make your aspirations a reality.

## The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

Contact Us



+27 21 201 1167



[register@masterstart.com](mailto:register@masterstart.com)



[www.masterstart.com](http://www.masterstart.com)



Certificate of Competence