



This eleven-week programme is designed to immerse participants in the core principles of professional coaching, grounded in both global coaching best practices, and the values underpinning the mission of the United Nations(UN). Key coaching tools will be explored, including cultivating a coaching mindset, mastering deep listening, utilizing powerful questioning techniques, and fostering accountability. Through a combination of interactive webinars and a final online workshop, participants will learn to:

- Build relational trust and foster meaningful connections within their teams;
- Create actionable strategies that better empower individuals to achieve their potential;
- Enhance decision-making and innovation through collaborative dialogue.

This programme requires full engagement and commitment from the participants.

Introduction

Coaching isn't about giving advice or offering ready-made solutions. It is about accompanying individuals as they uncover their own potential, challenge assumptions, and align their actions more fully with their values. It is a methodology rooted in self-awareness, transformative action, and sustainable growth, principles that resonate deeply with the mission of the UN.

Learning coaching skills will amplify your ability to:

- **Cultivate high-performance teams**: by listening deeply, asking powerful questions, and fostering accountability, you will create a culture of innovation and shared ownership;
- Strengthen collaborative leadership: coaching invites openness and trust qualities essential for working across diverse cultural and organizational contexts;
- Shape the future of the organization: by aligning personal aspirations with collective goals, coaching can help ensure the UN remains forward-looking, inclusive, and people-centred.

This training programme is firmly grounded in the United Nations System Leadership Framework and the UN Values and Behaviours Framework. By embedding coaching skills into your leadership practices, you will enhance your ability to connect, inspire, and empower others, setting the stage for more effective decision-making, collective responsibility, and impactful action.

Moreover, the requirements of UN 2.0 align perfectly with the coaching principles you will learn in this programme: innovation, collaboration, and leadership excellence are key principles of this policy, and coaching is an effective tool to foster these qualities in your teams. This policy encourages a focus on global priorities and inclusive leadership, both of which can be enhanced by the coaching techniques you will develop during this programme.

Through practical application of global coaching competencies, the UN values, and relevant leadership frameworks, by the end of this programme you will not only have honed your coaching skills, but you will also have developed the tools and mindset necessary to transform your leadership approach and contribute to lasting positive change.

Objectives

By the end of the programme, participants should be able to:

- Master core techniques: hold growth-focused, meaningful conversations;
- Foster trust and safety: create environments where team members feel valued and safe;
- Improve performance management: design conversations for feedback and growth;
- Enhance empathetic leadership: build awareness for guiding team members toward their own insights;
- Strengthen decision-making: obtain tools for perspective-taking and creative problem-solving;
- Cultivate a growth mindset: develop a commitment to learning and self-reflection;
- Inspire accountability: encourage team ownership of goals and professional growth.

Course methodology

 $\label{thm:experiential} \textbf{Experiential learning approach: emphasis on practical application with essential theory to support understanding.}$

Course contents

The programme consists of three interlinked learning components:

Online phase: eight modules

- Module 1: Coaching Mindset
- Module 2: Language and Listening
- Module 3: Managing Feedback and Commitments
- Module 4: Grounding Opinions and Gaining Commitments
- Module 5: Coaching Conversations and Demo
- Module 6: Working with Emotions
- Module 7: Coaching in Action
- Module 8: Coaching From the Future

Peer coaching

The programme includes three 2-hour peer coaching sessions, allowing participants to foster a culture of collaborative learning and shared responsibility while encouraging colleagues to further develop critical thinking skills and build consistency, trust, and practical coaching experience.

2-day online workshop

The 2-day online workshop will take place after the completion of the online module phase, allowing participants to consolidate their learning and coaching techniques from the programme through individual activities and group coaching sessions focused on vision-planning and goal setting.

Target audience

All UN staff.