

## Workshop Series One

### Roadmap for the Workshop: Positive Change: Leader as Coach

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#### **Content:**

- A two day program –Three (3) one hour follow up Reinforcement Telelabs plus one free coaching session.
- Case studies and facilitation to reflect uniqueness of client organization
- Two facilitators with a maximum of twenty one participants
- The program will run from 9am to 5pm both days
- Lunch will be from 12:15 to 1:15 p.m.
- There will be two 15 minutes breaks (10:00 a.m. and 3:05 p.m.)

#### **The two-day classroom format will:**

- Provide a conceptual framework, a focus on skills development and lots of practice in using the skills and concepts.
- Develop the disciplines of the “structured coaching conversation” to uncover the goals, needs and wants of the person being coached in order to enable people managers to discern more effectively what is required and needed.
- Incorporate discrete coaching skills and behaviours that support different kinds of interactions (e.g., coaching for development, coaching to support an employee working through challenges, taking a coaching approach to help employees improve performance and customer service, coaching to uncover ways to work more efficiently and effectively, coaching to support employees in their career direction and other transitions they are facing (i.e. International Educated Professionals)
- Have participants identify specific applications back on the job and create a personal action plan for their implementation.

#### **Participants will be able to:**

- Identify the purpose of coaching and use a practical coaching model.
- Recognize good coaching behaviours and opportunities for coaching.
- Make the connection and distinction between coaching, managing and consulting.
- Understanding the coaching principles and mindset that people managers need to effectively coach their team members.
- Practice coaching approach skills in the context of his or her workplace.
- Plan how they will put coaching skills into practice to manage performance and support people development.

#### **Telelabs**

It is our experience that two-day training programs, on their own, are not adequate to affect the behaviour changes that organizations and participants desire. Telelabs that support the workshop:

- Provide immediate, consistent and ongoing support to ensure the greatest impact over the longer term.
- Help participants resist the natural pull back to old habits.
- Assist participants to integrate the learning and adopt a coaching mindset to their management activities.
- Provide refresher instruction on the content of the program and are a forum for discussion, practice coaching and sharing of best practices and challenges.

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#### **Day One Focus: Clarity and Context, Contracting and Conversation**

- Clarify goals of coaching and the role of leader as coach.
- Identify the nature of the coaching mindset.
- Introduce a comprehensive coaching approach.
- Focus on the importance of awareness in change.
- Engage in an assessment of your strengths and growth opportunities as coach.
- Consider the requirements for effective contracting.
- Introduce a framework for a coaching conversation.
- Observe a coaching demonstration using the coaching approach and framework.
- Practice coaching using the conversation framework.
- Enhance the core skills of listening and questioning.
- Explore the nature of change as it relates to coaching.

#### **Day Two Focus: Choice and Trust, Action and Accountability**

- Review of the coaching approach with a focus on the role of choice and trust in making changes.
- Feedback as part of the coaching conversation.
- The impact of positive feedback in facilitating change.
- Practice Coaching: Working with your own cases.
- Strategies for working with obstacles (internal and external) and for enhancing self-trust of the coachee.
- Coaching competencies for goal setting, designing actions and managing progress and accountability.
- Structures and tools to support learning and action.
- Practice coaching for action and accountability.
- Developing action plan to implement learning and support ongoing development of coaching effectiveness.