



## **Results that Resonate: Positive Change: Leader as Coach**

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*"Coaching is about being better. It is about raising the bar. It is about helping people be the best they can be. We believe coaching is a fundamental success strategy to help us get to where we need to go. Our growth and our ability to adapt to change depend on our people being ready and able. Coaching supports both."*

Alex Connolly, Senior Vice President, Commercial Banking, Scotiabank

### **Scotiabank's Challenge: Improve Executive Coaching Skills**

Scotiabank's executive team approached the Adler School of Professional Coaching to strengthen the skills of executives and senior managers in its Commercial Banking division.

### **Adler's Solution: A Workplace Coaching Skills Program**

Based on a complete needs audit, Adler produced a four-stage coaching process for senior leaders:

- A pre-workshop 360-degree coaching competencies assessment to help participants identify areas of personal focus, establishing a baseline of abilities on which the individual measured personal and program effectiveness.
- A two-day coaching skills training program for Executives provided learning and reinforcement of both coaching mindset and skills
- A six-month follow up tele-lab series supported implementation of the coaching mindset and skills
- A train the trainer certification program enabled Scotiabank facilitators to deliver the workplace coaching skills program to senior managers.

### **Program Results: Reaching Beyond the Executive Level**

Executive evaluations of the Adler School of Professional Coaching program were overwhelmingly positive with:

- 98% agreeing that the material will be useful to them on the job
- 94% expressing the confidence to apply what they learned
- 100% motivated to make an attempt to use the materials
- 86% rating the program as "excellent or above average"

*"We chose Adler because it is Canada's premier coaching school -- coaching and coach training is their core business. They think, breathe, dream and live coaching. When we have a special need, we go to the experts."*

Patty Weiner, Learning Design and Development Specialist,  
Scotiabank