



Coaching: A Leadership Skill

Overview: Coach, Role Model, Counsellor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counsellor or supporter and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization.

What You Will Cover:

- The Benefits of coaching
- Characteristics of an effective coach
- The difference between feedback and coaching
- Stages and key elements of coaching
- How to apply the coaching stages to real life situations
- How to identify coaching situations
- How to recognize when an employee is falling short in his/her performance and what to do about it
- How to resolve problems that interfere with performance
- How to help employees be successful

How You Will Benefit:

- Develop the coaching and counselling skills that help improve individual performance
- Demonstrate the behaviours and practices of an effective coach
- Understand how coaching can be used to develop your staff
- Uncover the employees' strengths and give them the feedback they need to succeed
- Identify employee problems and ways you can help to correct them
- Motivate employees to do their best
- Conduct a successful coaching discussion

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$2,000.00 onsite up to 12 people. \$300.00 per person offsite, plus applicable taxes. *Prices and dates are subject to change.