

Coaching Skills for Workplace Leaders

[Two Day Program with Gap Period]

"We simply cannot afford the luxury of managing in the same way as we have in the past. All managers have had to become more of a coach and a counsellor; leaders who are receptive to the notion of empowerment".

Stephen Croni, Group Personnel Director Rank, Xerox

The responsibilities of a leadership position are complex - demanding a complete mind shift from operational responsibilities. As a leader you now need to know how to handle difficult situations sensitively – without alienating people; how to recognise potential and bring out the best in people; how you can motivate your staff to stay - and do their best for your business; and how you can hold people accountable for their actions.

Coaching is a recognised style for leaders wanting to develop individuals. *Coaching Skills for Workplace Leaders* provides a solution-focused framework for acknowledging and building people's strengths.

This program provides simple, practical and effective strategies for coaching your staff to top performance. Coaching tools allow leaders to monitor progress - plus focus on their own leadership development.

Content includes:

- Defining and differentiating related disciplines – coaching, mentoring, counselling
- Taking a solutions-focus – eliminating blame
- Establishing trust and respecting confidentiality
- Simple coaching strategies and tools for improving individual effectiveness
 - The power of questioning to help people solve their own problems
 - Encouraging commitment, holding people accountable
 - Giving feedback, challenging to lift expectations
 - Tools for monitoring and assessing coaching progress
- The GROW model of coaching – a structured process to follow
- Coaching yourself – personal accountability, achieving balance

- Optional: One-on-one coaching sessions with individual leader**

Learning Outcomes:

This program will significantly enhance leaders interpersonal and feedback skills:

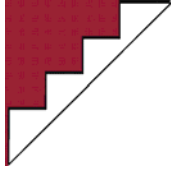
- Identification of individual strengths – to lift expectations
- Development of practical questioning techniques to engage commitment
- Use a coaching framework to establish goals and action plans
- Use a structured, reflective process and strategies for keeping all people accountable
- Increased flexibility in addressing changing needs
- Reach agreement on performance standards and define responsibilities
- Make personal commitment to ongoing development.

- Practice with and takeaway a personal Tool Kit

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What Others Have Said

"Today's seminar clarified the coaching process for me. I was able to come away with a very useful model to use when coaching, as well as some valuable tools to assist the process."

"I'd been exposed to coaching before, but after this program I was able to use questioning techniques to help one of my staff members prioritise his work schedule. I kept asking questions such as "Why....." and "Why did you make that decision?" and "What will happen if...", so that he would know what were the important issues. I think it gives anyone a real boost in confidence if they can sort out their own concerns; and it feels good to be able to help – just by asking the right questions." Elizabeth Salter, Technical & Development Manager]

"The coaching is about the questioning - think more carefully about the questioning".

"Very non-threatening and most importantly planned and designed according to our specific needs".

About Jennifer McCoy.....



Jennifer is an inspiring, practical, thought-provoking expert who brings creativity and a sense of humour to all her workshops and clients.

**M.Mgt. M.Ed.ST. B.A. Grad.Dip.Lib
Cert IV Assess & Workplace
Training**

Jennifer McCoy is the principal behind Positive Change Consulting, which specialises in leadership for cultural change. We bring a solutions-focus to the workplace, using coaching, mentoring and training strategies to build leadership skills, develop teamwork and improve communication.

Jennifer is:

- An Alumni member, Institute of Executive Coaching, Australia Pty. Ltd.
- Accredited coach/facilitator **Genos Emotional Intelligence system**.
- A Registered Trainer/Coach - Quality Management, Plexus Australia.
- Author: "**2 Way Feedback**. How to build more effective staff relationships"; "*Any Questions*". The Age Career Guide. Dec 1st, 2007; "*Give and Take. The art of feedback to build staff morale and grow your business*". National Accountant. 2006.

She has worked with a wide range of industries:

- Small to Large commercial organisations
- Emergency Services, Superannuation, Health, Aged Care, Local Government,
- Education - ACER, Deakin University, University of Ballarat, Individual schools
- Coaching contracts include:
 - Parks Victoria (2007-2012)
 - Department of Education & Early Childhood Development "*Coaching for Experienced Principals*" program (2004 – 2008).

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