



Coaching for Engagement Training Program

Who should attend?

Leaders who want to achieve superior results by creating an engaging workplace where everyone does their best work.

What will you learn?

- Why coaching is an essential skill for today’s leaders
- How coaching for engagement is connected to bottom line results
- The essential behaviours to increase and sustain heightened engagement
- How to describe and articulate Performance Expectations
- How to offer Positive Feedback using a proven model; Observation, Impact (O,I)
- How to offer Constructive Feedback using Observation, Impact, Query, Action (O,I,Q,A)
- How to Coach for continuous improvement using the COACH© model: Clarify Intention, Options, Action, Clear Barriers, Hold Accountable
- Your coaching strengths and opportunities for improvement

Benefits - Imagine a workplace in which leaders:

- fully and competently support organizational goals
- offer generous positive feedback to clarify, encourage and develop confidence
- specifically reinforce behaviours they want to see repeated by their direct reports, peers and their own leader
- carefully and constructively offer feedback for improvement in a way that is supportive and future focused which eliminates negative behaviour quickly and effectively
- develop people to their next level of performance
- understand their own accountability in producing results for their team/department

Logistics:

- 2 full day sessions
- 12 participants
- Leadership by Engagement 360 degree Assessment© to highlight strengths and opportunities for improvement
- Each participant has 3 follow up coaching sessions with a certified (International Coaching Federation) coach
- Each participant will receive the book *Leadership by Engagement*

Facilitator



Kathleen Redmond

“We need to change to this way to lead and manage. All our employees need to feel engaged in order for us to succeed. This program will help us with attraction, retention, engagement and ultimately productivity in the workforce.”

Laura Falby
Director, People Development ~ Second Cup

Kathleen's insights are incisive and enable effective development. I gained more focus and a clearer self-understanding after working with her; this has helped me to work better and engage my colleagues more effectively. I benefited from working with Kathleen in both a one-on-one and group context, when she facilitated my branch's annual retreat. She was skillful in managing the group's dynamics and leading people to engage with each other more constructively. We're following up on the suggestions she provided, and it has helped us to become a more cohesive team.

Christopher Chen, Team Lead, Leadership Development Branch Ministry of Education Instruction and Leadership