



# Coaching for Performance – honing skills for the “leader as coach”



**Transforming your workplace to be a respectful, engaged, effective culture through coaching, training and assessments.**

Kathleen Redmond, MA, MCC (leadership coach certified at the highest level by International Coaching Federation) founded this company in 1993. In this 25th year she is delighted to welcome two Associates, Patrick McCann and Michael Chadsey. Supported by a talented, experienced support team, we serve leaders in creating respectful, high-performance cultures founded on positive character and effective communication.

**Our three key areas of focus are:**

- 1: Executive Coaching Individual engagements to create a character culture for integrity, engagement and results.
- 2: Coaching in a Character Culture tools and skills. Learning opportunities for leaders to develop the tools and skills to establish clear expectations, support progress and facilitate results.
- 3: Transforming your Department or Organization toward a Character Culture – Organizational and leadership assessments and support to achieve your goals and aspired culture.

## Session One - Creating a Foundation for Coaching for Performance

You work with your colleagues to acquire and practice tools and skills for establishing clear, significant expectations, offering meaningful feedback, coaching for success and co-creating an action plan to monitor results. Based on the Character Culture Framework© found in *Building a Character Culture for Trust and Results in the Workplace*

### One Day Workshop:

- Defining Coaching for Performance/Executive Coaching vs. Other Leadership Techniques
- How do we Manage Performance?
- Articulating Performance Expectations
- How do we assess performance and measure work output?
- When does coaching become Progressive Discipline?
- Skill Development
  - Positive Feedback: Model and Putting it into Words (Observation, Impact©) exercise
  - Developmental Feedback: Model and Putting it into Words (Observation, Impact, Query, Action©) exercise

## Session Two - Coaching for Performance, “Putting it Into Words”

*In the second session you continue to work with your colleagues to take the conversation to the next level, explore root cause issues and create an action plan for improvement. Based on real life cases.*

### Half Day Workshop two weeks after the first session:

- One-on-One Discussions (Ongoing alignment, communication, needs identification and individual development Planning)
- Coaching Model for more planned conversations (COACH Approach©)
- Putting it Into Words – Cases customized for your organization
- Practices in groups of three or four participants with feedback

## Session Three - Coaching Follow Up – Group Coaching Session

*Be coached on application challenges in order to hone and strengthen your approach.*

### 1.5 hour Webinar with facilitator and your colleagues:

- Follow up on results of application of skills
- Emotional Intelligence linked to coaching

*Kathleen is a dynamic presenter who is incredibly knowledgeable. The course exceeded the objectives set out which included increased knowledge of coaching theories, individual assessment of coaching skills, development of personal coaching skills and practice. The evaluations were incredibly positive, managers have reported that they are utilizing the new skills and have more confidence specifically in the areas of providing positive and constructive feedback. I would highly recommend Kathleen Redmond as she provides a transformational experience!*

Helen Jewell, Regional Program Manager, Ministry of Community & Social Services

## The Centre for Character Leadership

LEADING WITH CHARACTER

ENGAGING YOUR WORKPLACE

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