

WORKSHOP – COACHING SKILLS

Purpose/Overview:

The intent of this one-day workshop is to provide participants with an understanding of the concepts and applications of the process of **Coaching** in the workplace. The focus of the workshop is on equipping individuals and especially those in leadership roles, with the skills necessary to assist others to be successful, to fully develop the capacities and attain their potential. The workshop will focus on the process of coaching, the difference between coaching and performance management, on how to conduct a coaching conversation and how to ensure that you develop the problem solving skills in others as opposed to solving the problem for them. Specific topics to be covered will include:

- The nature of coaching and the coaching process
- The role of coaching as a developmental tool as opposed to a performance management tool
- The linkages between coaching and performance management
- Knowing how to conduct an effective and successful coaching conversation
- Managing one's own tendencies to be the problem solver as opposed to the coach
- Learning how to engage in a coaching process geared to developing the fullest capacities of the people with whom we work in a supportive, non-threatening and ultimately productive environment.

The workshop will include theory presentations built around the core concepts, applications and best practices of coaching. Participants will also complete a self-assessment during the workshop to assess their current coaching skills. As well there will be group discussions, and experiential exercises that will assist participants in testing and acquiring the knowledge, confidence and skills to successfully coach others.

Learning Outcomes:

Participants will:

- Understand the role of coaching in organizations
- Develop specific skills to identify coaching opportunities and to initiate coaching conversations
- Understand the relationship [similarities/differences] between coaching and performance management
- Understand and enhance the skills required to be successful as a coach: emotional self-management; effective listening; the art of the good question; goal and boundary setting; support strategies

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