

## COACHING: A STRATEGIC TOOL FOR EFFECTIVE LEADERSHIP

Using coaching to improve the effectiveness of individual and teams. This seminar gives you a variety of coaching tools techniques and best practices-from analyzing performance to creating a climate for effective coaching and learning-from giving corrective feedback to handling difficult responses to coaching. You'll leave this seminar more aware of your personal habits, styles and preferences in coaching through assessment, role-plays and exercises.

### HOW WILL YOU BENEFIT

- Confront difficult situation with confidence
- Develop a team environment that fosters synergy
- Reinforce the behavior and motivation of peak performers
- Build the trust and rapport necessary for effective coaching
- Learn to listen with an empathetic ear and encourage open two way communication

### WHAT YOU WILL COVER

- What leaders do and why they need to be coaches
- Obstacle to coaching: the three-part coaching process
- Creating a climate of trust and confidence
- Sustaining trust when you confront poor performance
- How to be confident in the face of a difficult challenge
- Guiding a dialogue on performance
- The delegation process, sign of poor delegation and difficulties
- Guiding the development of a performance improvement plan

**WHO SHOULD ATTEND:** Executives, managers, supervisors, project managers and team leaders.