

COACHING SKILLS TRAINING FOR LEADERS FROM POTENTIALS REALIZED



Leaders and professionals at all levels can benefit from enhanced coaching skills. Potentials Realized offers off-the-shelf and customized coaching skills training programs. From Coaching Skills training for Leaders to our ICF approved Continuing Coach Education through the Group Coaching Essentials training, and the Group and Team Coaching Intensive, we offer award winning coaching skills training programs and delivery.

Training is led by professional coach and author Jennifer Britton. An internationally recognized expert in the area of group and team coaching, Jennifer is the author of **Effective Group Coaching** (Wiley, 2009) and **From One to Many: Best Practices for Team and Group Coaching** (Jossey-Bass, 2013).

Typical coaching skills training includes:

- ↳ One to two days of training and practice around core coaching skills for leaders
- ↳ Coaching Skills for Leaders Workbook
- ↳ Ample scenario based practice opportunities, customized for your context
- ↳ A follow-up group call with participants four weeks after the event to focus in on follow-up around implementation, skills used and best practices evolved by those trained.
- ↳ On the job support/Job Aids with practical tools and resources which could be applied by leaders right away

TYPICAL ELEMENTS OF COACHING AND MENTORING SKILLS TRAINING FOR LEADERS PROGRAM INCLUDES:

The Foundations of Employee Development, Coaching and Mentoring

- ↳ The Triad of Employee Development (Supervision, Mentoring, Coaching)
- ↳ What coaching is and what coaching is not.
- ↳ Developing Your Team - Mentoring, Supervision and Coaching – How mentoring and coaching are different
- ↳ Essential Skill Sets for coaches and mentors
- ↳ Hats Coaches Wear
- ↳ Anatomy of a Coaching Conversation - The Coaching Arc
- ↳ Developing a Powerful Coaching Relationship and creating an enabling environment
- ↳ Roles and Responsibilities
- ↳ Identifying "coachable" moments
- ↳ Is coaching and mentoring really what's needed - Looking at the performance tree to identify what is really needed

Coaching Skills Development Area #1 - Powerful Questions (Theory and Practice)

Coaching Skills Development Area #2 - Active Listening (Theory and Practice)

Coaching Skills Development Area #3 - Goal Setting, Planning and Accountability (Theory and Practice)

A COACHING MODEL

Overview of Model
Demo Coaching
Coaching practice

BEST PRACTICES OF COACHING AND EMPLOYEE DEVELOPMENT

Core Coaching Tips and Best Practices
Tricky Issues and How to Mitigate
The Performance Tree – What's needed when?

ACTION PLANNING

As a result of your learning, what are you committed to doing, and taking back to your work. Setting up individual learning plan with concrete timelines, people to be coached etc.

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EXAMPLES OF PAST COACHING AND MENTORING SKILLS TRAINING PROGRAMS DESIGNED AND DELIVERED:

- ↳ UNICEF West and Central Africa - Coaching and Mentoring Skills Train the Trainer - 5 days (French and English) followed by six months support by phone (20 country offices)
- ↳ The Scarborough Hospital – Coaching and Mentoring Skills Training for 120 plus Leaders, plus development of an e-learning program - 2015
- ↳ McElhanney Vancouver, Coaching Skills for Leaders
- ↳ Canada Conference Board - Coaching High Performing Teams
- ↳ Coaching Skills Development (half day modules) x 6 cohorts
- ↳ Mentoring Skills: Canada School of Public Service
- ↳ Mentoring Skills Training - Toronto CFA Society - 2008-2012 (including designing an award winning program with the CFA Society that won an innovation award for the inaugural year of training).

HERE'S WHAT PEOPLE HAVE SAID ABOUT OUR COACH TRAINING:

"Fast paced. Information packed. Essential for coaches and leaders of teams"

- Mark

An amazing opportunity for coaches to expand their capabilities and really learn what it takes to be a great group/team coach. Practical and inspiring!

"Hands-on, practical, good practice sessions"

"Informative, Action Oriented and Professional"

ALSO AVAILABLE IS THE DELIVERY OF THE ONE DAY GROUP COACHING ESSENTIALS PROGRAM WHICH

Also available is the delivery of the one day Group Coaching Essentials program which explores the best practices in designing, marketing and implementing group coaching in both in person and virtual settings. This program has been offered publicly since 2006, and has also been delivered to a wide variety of chapters of the International Coach Federation and other internal coaching groups in health care, education, and with coaching instructors. The Group Coaching Essentials program is our flagship program celebrating 10 years in 2016.



COACHING BENEFITS

Research from the ICF has identified increased productivity, increased positivity and return on investment (ROI) from coaching.

Increased productivity measures include

- Improved work performance (70%)
- Improved business management (61%)
- Improved time management (57%)
- Improved team effectiveness (51%)

Improved positivity measures include:

- Increased self-confidence (80%)
- Increased relationships (73%)
- Improved communication skills (72%)
- Improved work life balance (67%)

Source: International Coach Federation (www.coachfederation.org)