

Coaching Skills for Leaders

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Motivating and coaching people are often acknowledged as the hardest part of a managers' job. Sometimes managers also need to influence behaviours of people up and across the organization as well as down. The techniques that work well with one person, don't necessarily work with another, and hierarchy changes the conversation completely. Why? How do you adjust? Why are some people easier to motivate than others and how can I influence behaviour change in more than just my staff?

In this one day program, we will define motivational phases, clarify how different communication profiles impact motivation, practice a model that guides coaching interactions, identify how coaching can be formally and informally be conducted.

Participants will

- Understand the difference between formal and informal coaching and their associated impacts on personal motivation.
- Create proactive questions
- Learn and practice a coaching model
- Plan how to apply the model and techniques learned to real work-related situations
- Understand how to use this approach up, down and across an organization

Instructor Linda Morgan

Linda specializes in action research, dynamic change programs, conflict/diversity management, organizational culture, and leadership development. She has a diverse background in human systems intervention, adult education, strategic planning, capacity and team building, and change management.

Linda has worked in both unionized and non-unionized environments including private, public, and financial, high-tech engineering, insurance, leisure, oil retail, health-care, pharmaceuticals, education, law, and regulatory bodies. She draws from over 15 years of human resources and managerial experience to add to her perspective and understanding of client issues. This varied experience offers creative and customized learning experiences built for the unique needs of each client.

Linda is Associate Professor at Royal Roads University, teaching in the Masters of Leadership and Management Program, is an Associate with the Syntegrity Group, a certified Human Systems Dynamics Professional, a Neural Linguistic Programming General Practitioner and a certified Emotional Intelligence (individual and team) Consultant.

Clients have come to expect both a clear plan and surprising flexibility, enhanced by a professional, approachable, and friendly style. Clients also expect a partnership for success, where they walk away from the project empowered and independently better equipped.

Learn More

For more information, please contact Lynn Petruzzella at petruzl@mcmaster.ca or by telephone at 905-525-9140 Ext. 20509.