

## **Coaching Skills for Workplace Leaders\*** [Two Day Program with Gap Period]

*"We simply cannot afford the luxury of managing in the same way as we have in the past. All managers have had to become more of a coach and a counsellor; leaders who are receptive to the notion of empowerment".*

**Stephen Croni, Group Personnel Director Rank, Xerox**

The responsibilities of a leadership position are complex - demanding a complete mind shift from operational responsibilities. As a leader you now need to know how to handle difficult situations sensitively – without alienating people; how to recognise potential and bring out the best in people; how you can motivate your staff to stay - and do their best for your business; and how you can hold people accountable for their actions.

Coaching is a recognised style for leaders wanting to develop individuals. **Coaching Skills for Workplace Leaders** provides a solution-focused framework for coaching success.

### **Simple, practical and effective strategies for coaching your staff to top performance.**

#### **Content includes:**

- Differentiating between related disciplines – coaching, mentoring, counselling
- Taking a solutions-focus - the principles underpinning coaching
- Establishing trust and respecting confidentiality
- Simple coaching strategies and tools for improving individual effectiveness:
  - The power of questioning to help people solve their own problems
  - Encouraging commitment, holding people accountable
  - Giving feedback, challenging to lift expectations
  - Tools for monitoring, assessing and reflecting on progress
- The GROW model of coaching – a structured process to follow
- Coaching yourself – personal accountability, achieving balance
  
- Optional: One-on-one coaching sessions with individual leader**

#### **Learning Outcomes:**

This program will significantly enhance leaders interpersonal and skills for:

- Identifying individual strengths – to lift expectations
- Developing practical questioning techniques to engage commitment
- Using a coaching framework to establish goals and action plans
- Using a structured, reflective process for keeping all people accountable
- Reaching agreement on performance standards
- Making personal commitment to ongoing development.

Plus

- Practice with and takeaway a personal Tool Kit

\*This program has been recognised by the AQTF as equivalent to two units in the Training Package BSB 40807 Certificate IV in Frontline Management. Upon successful completion, applicants choosing to undertake that certificate will gain credits for the units. BSBWOR401A *Establish Effective Workplace Relationships* and BSBWOR402A *Promote Team Effectiveness*, through the Registered Training Organisation, QLD Training Solutions Pty Ltd [RTO No. 31504].

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## What Others Have Said

*"Today's seminar clarified the coaching process for me. I was able to come away with a very useful model to use when coaching, as well as some valuable tools to assist the process."*

*"I'd been exposed to coaching before, but after this program I was able to use questioning techniques to help one of my staff members prioritise his work schedule. I kept asking questions such as "Why....." and "Why did you make that decision?" and "What will happen if..."., so that he would know what were the important issues. I think it gives anyone a real boost in confidence if they can sort out their own concerns; and it feels good to be able to help – just by asking the right questions." Elizabeth Salter, Technical & Development Manager]*

*"The coaching is about the questioning - think more carefully about the questioning".*

*"Very non-threatening and most importantly planned and designed according to our specific needs".*

## About Jennifer McCoy.....



***Jennifer is an inspiring, practical, thought-provoking expert who brings creativity and a sense of humour to all her workshops and clients.***

**M.Mgt. M.Ed.ST. B.A. Grad.Dip.Lib  
Cert IV Assess & Workplace  
Training**

Jennifer McCoy is the principal behind Positive Change Consulting, which brings a solutions-focus to managing change, using coaching, mentoring and training strategies to build leadership skills, develop teamwork and improve communication.

Jennifer is:

- An Alumni member, Institute of Executive Coaching, Australia Pty. Ltd.
- Accredited coach/facilitator **Genos Emotional Intelligence system**.
- A Registered Trainer/Coach - Quality Management, Plexus Australia.
- A Sessional Lecturer, MBA program. Australian Catholic University.
- Author: "**2 Way Feedback**. How to build more effective staff relationships"; "*Any Questions*". The Age Career Guide. Dec 1st, 2007; "*Give and Take. The art of feedback to build staff morale and grow your business*". National Accountant. 2006.

She has worked with a wide range of industries:

- Small to Large commercial organisations
- Emergency Services, Superannuation, Health, Aged Care, Local Government,
- Education - ACER, Deakin University, University of Ballarat, Individual schools
- Coaching contracts include:
  - Parks Victoria (2007-2012)
  - Vic. Department of Education & Training "*Coaching for Experienced Principals*" program (2004 – 2009).
  - QLD Department of Education, Training & the Arts. (2007-09) Coaching for educational leaders.

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