

## An Essential Tool for Creating Organizational Success

### ■ Improved Productivity

Are your employees engaged? Research consistently shows that managers who are adept at listening, providing constructive feedback and coaching to support their employees are rewarded with high performing and engaged teams. This two-day workshop is designed for managers, supervisors and team leaders wanting to develop their coaching skills and behaviours in order to sharpen their overall leadership skills and enhance the performance of people and the organization.

### ■ Organization Benefits

- Leverage employee strengths and natural talent to build greater capacity
- Increase motivation within your team
- Consistently develop your people
- Encourage each team member's personal responsibility for performance improvement
- Retain valuable talent
- Enhance organizational effectiveness and performance

### ■ Program Features

- Small Group work
- Case studies
- Self-assessments
- Video clips

<b>Duration</b>	2 full-day sessions / 16 hours
<b>Pre-Requisites</b>	Should have people reporting to them
<b>Audience</b>	Managers, supervisors, team leaders
<b>Class Size</b>	12 participants maximum

### ■ Individual Benefits

- Learn a straightforward model for holding a Coaching Conversation
- Practice a core set of coaching proficiencies using real work place issues
- Build your confidence in using coaching as a tool to maximize employee potential
- Transition from your role as a traditional manager to one of coach-manager
- Identify your preferred coaching style with its strengths and challenges
- Increase your ability to build accountability in others
- Sharpen your communication skills such as listening, designing powerful questions and giving feedback

# COACHING FOR RESULTS

By Margaret Sarkissian & Maura Da Cruz

## TOPICS

- What is Coaching?
- Creating a Coaching Environment
- The Coaching Conversation Model
- Two core skills
  - Deep Listening
  - Powerful Questioning
- Shifts needed to be coach-manager
- Coaching practice
- Personal Coaching Style – Strengths & Challenges
- Two additional core skills
  - Bias free Communication
  - Authentic Acknowledging
- Coaching in Organizations – Opportunities & Challenges
- Coaching Practice



**Margaret Sarkissian, M.A. (Education), UBC; and Certified Executive Coach, RRU,** is an experienced educator, consultant; and business/life coach. She has worked closely with 200+ managers as a human rights advisor, assisting them with a wide range of serious workplace problems. She has delivered hundreds of presentations and workshops on many topics including coaching and communication skills; respect in the workplace; strategic planning; strengths-based team development; and social justice issues such as diversity and inclusion. Margaret uses her warmth, wisdom, and humour to enrich and enliven her coaching and facilitation sessions.



**Maura Da Cruz, M.A. (Education),** is a graduate of Coachville, LLC, an IAC (International Association of Coaches) Certified Coach and a licensed facilitator of the Coaching Clinic (Corporate Coach U) program. Maura brings extensive experience to her work in organizational development, program design, and leadership development. She uses a multidimensional, holistic and strengths approach to coach leaders, managers, and individuals in transition to be successful in their professional and personal lives. Her clients credit her success to her keen insight, enthusiasm, authenticity and commitment to the work she performs.



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