

Coaching and Mentoring

Leadership Skills to Unlock the Potential in People

Today's most effective managers have discovered that the same skills coaches use to create superb athletes and performing artists can work wonders in organizational settings too.

In this action-packed workshop, you will learn critical coaching and mentoring skills for driving improved performance in your team. You'll learn to develop competencies and confidence in yourself and others, and promote a "can-do" attitude for getting the job done well.

Online Program Format

Each day of the program includes facilitator-led online sessions in real time. Sessions are delivered in the morning and afternoon with ample breaks provided. The sessions are highly experiential, enabling you to network with peers, brainstorm ideas, engage in skill-building activities, and receive constructive feedback. You will also receive a one-on-one coaching session with the program leader.

Takeaways

- Understand people's skills, motivations and limitations in the context of your coaching and mentoring approach
- Engage in effective coaching and mentoring conversations
- Adapt your coaching style to any given situation
- Apply coaching and mentoring to improve individual and team performance
- Expand your understanding and empathy by listening on many levels
- Ask insightful questions to get a better picture of the person and their situation
- Give and receive constructive feedback
- Enhance your ability to become a trusted mentor and advisor
- Empower people to take responsibility for their own learning and career development
- Forge better relationships with your team

Audience

This workshop is for managers, team leaders and others who have the responsibility of coaching and mentoring people for increased performance and career success.

Program Content

Pre-Program Activities

- Identifying your personal coaching challenges

Day One

Behaviours of a Great Coach

- What makes for a good vs. an ineffective coach?
- Making the case for coaching: benefits and opportunities

The Four Levels of Listening

- The nature and experience of listening at each level
- Small group listening practice

Asking Questions: Best Practices

- Open vs. closed questioning and when to use each
- Questioning for facts vs. questioning for feelings
- Using reflecting and summarizing to lead into questions
- Small group questioning practice

Giving and Receiving Feedback

- Feedback mindsets: criticism, or a gift?
- A feedback model for observation/effect/suggestion
- Small group practice in giving and receiving feedback

Day Two

The GROW Model

- Using an effective model of coaching and mentoring to clarify goals, gain insight, generate options and build commitment
- Small group practice in applying the GROW model

Building your Coaching Skills

- Small group coaching practice
- Individual coaching sessions with the program leader

Special Features

This experiential workshop includes virtual breakout-room exercises and demonstrations to help you build your coaching and mentoring skills. You will also receive one-on-one coaching with the program leader.

Program Leader

Dr. Alex Trisoglio is Adjunct Professor of Leadership and Organizational Behaviour at UBC Sauder School of Business. He is an executive coach and leadership adviser with extensive experience in leadership development, improving individual and team performance, and catalyzing organizational change. He is also trained in mindfulness-based stress reduction and self-compassion. His experience includes nineteen years advising senior leaders at McKinsey & Co. and four years working with the CEO and Management Team at IFC/The World Bank.

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