

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 people, and promote a "can-do" attitude for getting the job done well.

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
- Forge better relationships with your team
- Deal assertively but tactfully with a lack of motivation or flagging morale
- Enhance your ability to become a trusted mentor and advisor
- Know when and how to be a sounding board, facilitator or advisor
- Empower people to take responsibility for their own learning and career development

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.

The course does not require any previous familiarity with coaching, and is particularly useful for those with fewer than five years of on-the-job experience.

Course Content

The Manager's Changing Role as a Coach

- Coaching and mentoring: benefits and opportunities
- Changing expectations of a new generation
- How adults learn, grow, and change behaviours

Coaching and Mentoring Styles

- Assessing your coaching style and its impact on others
- Alternative coaching styles; when to use each
- Adapting your coaching style to the competence and maturity of employees

The Coaching and Mentoring Toolkit

- The coaching process and key elements of a coaching conversation
- Trust and psychological safety: the bedrock of effective coaching
- Building your coaching and mentoring toolkit for positive impact
- Giving appreciative and constructive feedback
- Guiding others towards appropriate behaviours and actions
- Inspiring staff and winning their commitment
- Trouble-shooting strategies for turning around low morale or a lack of motivation
- Overcoming resistance to change and helping people build new habits

Talent Management

- Building a culture of accountability
- Developing and implementing career strategies
- Promoting self-directed learning and development

Special Features

This interactive workshop includes applied exercises to help you build your coaching and mentoring skills under a variety of real-world situations. You will also engage in group dialogues that will enable you to share your knowledge and experience in impactful ways.

Course 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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