



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

November 20 - 21, 2017
April 30 - May 1, 2018

Successfully Coaching & Mentoring Individuals and Teams

*A structured skill development program for all managers,
human resource supervisors and team leaders.*

Our Participants Say it Best:

"Great. This course allows me to know my leadership style as well as how others see me. Plenty sure will use what I learned from the course to apply to my day to day work."

R. Lam, IT Manager,
Canon Canada

"The course has truly helped me to see things from another perspective - something I didn't necessarily think about before this"

E. Vig, Senior Account Manager,
Free For All Marketing

"I would recommend this course for anyone engaged in management activities involving people."

P. Shewrest, Vice President,
Modern Niagara Group

"A course that was positively, intellectually, personally and professionally challenging. I would recommend this to all who do -or would like to- manage a team."

S. Caldwell, Policy Lead,
Ministry of Health and Long-Term Care

SEEC Moments of Insight include:

How to increase performance across the department by getting employees to take ownership through higher expectations.

Getting started on the right foot in one-to-one mentoring by establishing a contract and structuring the relationship.

Strategies to motivate individuals and teams to focus on learning and use skills that are aligned with core competencies.



14 PDU*s

Register Today / Complete Details

<http://seec.online/11575>



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Successfully Coaching & Mentoring Individuals and Teams

Designed to give leaders the tools to succeed in developing high-performing employees.

Learn to apply leading edge coaching techniques to boost performance.

Exceptional organizations in both public and private sectors are staffed by outstanding people. These **employees reach their highest potential when given the opportunity to excel by their coach**. This workshop will provide you with a framework to **effectively coach and mentor people in your department or other parts of your organization**. The coaching and leadership skills you will acquire can be used every day. You will learn how to **modify your coaching style to suit each employee** and customize development plans to match to his/her learning styles.

Top Take-Aways

1. Conducting regular coaching sessions to **improve the confidence and competence** of your employees
2. Receive a **complete set of "tools"** to make coaching or mentoring effective
3. **Receive 360° feedback** on your strengths and adjustments needed to be an influential coach and team leader
4. Engaging your employees in **setting stretch goals**
5. Creating **customized development plans** for team members
6. Learning to **coach Millennials**
7. **Bonding** with employees while maintaining a **professional relationship**
8. **Helping people learn** more skills, more effectively, in less time and at lower cost
9. **Dealing with poor performers** who don't respond to best coaching practices

Who Should Attend

- Business managers and directors
- Public sector leaders
- Human resources managers and trainers
- Office managers and supervisors
- Operations, quality and manufacturing managers
- Technical managers and project leaders
- Employee development and team specialists
- Sales and customer service managers

Additional Course Materials

As part of the program, you will receive:

- A pragmatic workbook with a number of forms you can use to set-up a formal coaching and performance improvement program with staff
- A bonus copy of instructor Cy Charney's book *Just-In-Time Management*

Overview of Learning

The Manager's Changing Role in Training and Coaching

- The manager as a coach
- Balancing individual and corporate goals
- Defining the expectations of employees
- Seeing coaching as a core competency of leadership
- The "two-bucket" philosophy and practise of motivation

Coaching Styles for High Performance

- Alternative styles of coaching
- When to use each style: situational analysis
- Adjusting your style to suit the competence and maturity of your people
- The seven secrets of great coaches and how they apply every day
- Create "shining eyes" through employee engagement
- Relationship building opportunities
- The impact of giving everyone an "A"

Developing High Potentials Through Mentoring

- Getting started on the right foot
- Contracting for success
- Balancing the needs of the protégé with those of the organization
- Creating ownership for performance improvements through goal setting
- Setting stretch goals
- Measuring performance to increase accountability
- Rewarding people for excellence: new approaches
- Confronting unacceptable performance

Continues Online

Get the whole picture.

Preview complete course content and instructor bio online.

Complete Details / Register Today

<http://seec.online/11575>

Tel.: 416.736.5079 | 1.800.667.9380
or email excedinfo@schulich.yorku.ca

* PMI Talent Triangle PDU breakdown: Leadership: 14

Dates & Locations:

November 20 - 21, 2017
Executive Learning Centre

April 30 - May 1, 2018
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Registration Fee:

\$2,450 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change