



The Conference Board  
of Canada

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**Niagara Institute**

**Institut Niagara**

PUBLIC PROGRAM

# Coaching for Everyday Impact.



**Feedback and coaching drive performance.** Effective feedback creates better awareness, leading to better choices and ultimately better results. Leaders who master coaching also learn to have powerful, emotionally intelligent conversations that enhance employee performance, guide development, and increase motivation and engagement.

Informal, observational coaching in the moment helps to promote a culture of feedback, producing positive changes in workplace behaviour. This highly collaborative and interactive program focuses on opportunities to incorporate more impactful coaching moments into your everyday work and interactions, and enhance your feedback and coaching skills as a leader.

## Ideal for Leaders of

● Self ● Team ● Department ● Division ● Organization

## Program Outcomes

- Build your skills in providing specific, consistent feedback during performance and development conversations.
- Become a better “coach-like” leader.
- Learn straightforward, memorable models and tools that you can apply immediately.
- Avoid the common pitfalls of delivering feedback and have meaningful coaching conversations.
- Enhance your ability to observe and provide effective feedback.
- Incorporate a coach approach into how you lead everyday – increasing the performance of your team.

## Key Program Features

- Benefit from small and large group discussion and activities.
- Review types of coaching and identify opportunities to integrate coaching moments into your everyday work.
- Explore techniques for coaching for development vs. coaching for performance.
- Practice giving feedback and coaching in the moment, using a straightforward model.
- Develop fundamental skills for coaching conversations – listening, asking powerful questions.
- Practice applying a model to guide the flow of impactful coaching conversations.
- Receive personal coaching and feedback from your program facilitators.

# Program Overview

ENGAGE	APPLY
<b>Program Day</b>	<b>Takeaways and Learning Sustainment</b>
<ul style="list-style-type: none"><li>• <b>Setting the Context for Coaching</b><ul style="list-style-type: none"><li>• Coaching skills, behaviours</li><li>• Types of coaching</li><li>• Coaching culture, and the role of coaching in organizations</li></ul></li><li>• <b>Giving Feedback and Coaching in the Moment</b><ul style="list-style-type: none"><li>• Being an acute observer</li><li>• A model for effective feedback</li><li>• Practice delivering feedback</li></ul></li><li>• <b>Effective Coaching Conversations</b><ul style="list-style-type: none"><li>• Feedback as an opportunity for dialogue</li><li>• A model for coaching conversations</li><li>• Fundamental coaching skills<ul style="list-style-type: none"><li>• Effective listening</li><li>• Powerful questions</li></ul></li></ul></li><li>• <b>Coaching Skill-Build</b><ul style="list-style-type: none"><li>• Application and practice scenarios</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Workbook for your reference.</li><li>• Tools to help you apply what you've learned.</li><li>• Option to attend further programs and workshops at a preferred rate.</li></ul>

Check [NiagaraInstitute.com](https://NiagaraInstitute.com) for the latest schedule and pricing.

## Multiple Attendees

Maximize the benefits of this learning and increase the return on your investment by bringing this program into your organization or sending multiple people to one or more public sessions.

Call or email to discuss the benefits and special pricing.