



Strategic Coaching Skills for Managers

TRAINING

Inspiring, Motivating and Leading Effective Teams



Facilitated by
NATHALIE WEISTER
Leadership Coach and Human Resources Executive

Online

Friday, May 24 & 31, 2024



Overview

As a manager, you knew what needed to be done, you taught others how it's done, and you evaluated their performance. The predominant approach was command and control, aiming to direct and develop employees for a solid grasp of the business and the ability to replicate past successes.

Today, however, the landscape has changed significantly. Rapid, constant, and disruptive changes are now the standard, making past successes an unreliable guide for the future. Managers in the 21st century acknowledge they don't have all the definitive answers. To address this new reality, companies are transitioning away from traditional command-and-control practices toward a model where managers offer enhanced support and guidance, steering away from rigid instructions. Employees are encouraged to adapt to ever-changing environments, fostering renewed energy, innovation, and commitment.

The role of the manager, in short, is becoming that of a coach.

This enhanced communication training ensures clarity and improves employee performance. Focus on team development optimizes productivity. Commitment to performance management purpose, while emphasis on continuous improvement addresses long-term talent retention. In essence, this training empowers managers to address specific improvement areas, creating a more efficient and harmonious work environment.

Who Should Attend

This program will benefit people managers, team leaders and project managers leading cross-functional teams from across all levels of government.

Key Learning Objectives

- Develop a toolkit of effective communication strategies, including active listening and the art of asking powerful questions to enhance team coaching
- Learn how to provide feedback that is both timely and specific and discover motivational strategies that inspire peak performance
- Understanding of setting realistic, achievable goals and crafting action plans that guide your team to success
- Sharpen your skills in communicating expectations and feedback, ensuring your message is clear, and your team is aligned and motivated
- Apply proven leadership principles to nurture a supportive and productive work culture
- Boost Employee Engagement: Understand the vital connection between team engagement and organizational achievement and learn how to strengthen this link for greater success

Why Attend

- Enhance team dynamics and collaboration to increase productivity and job satisfaction
- Uncover the secrets to fostering a work environment that thrives on high engagement, resulting in a more committed and successful team
- Become a better leader of diverse teams
- Understand how you can influence and drive better performance and productivity

Meet Your Facilitator



Facilitated by
NATHALIE WEISTER
Leadership Coach and Human Resources
Executive

Nathalie Weister, Leadership Coach and Human Resources Executive is passionate about supporting her clients and stakeholders to connect to their innate creativity and purpose, maximizing their fulfillment and impact on their companies and teams. Nathalie has focused her career for the last 13+ years on holistic people development strategies that enhance organizational culture and engagement.

During her six-year tenure with Fox Networks Group Latin America, Nathalie led diverse HR teams in Argentina and Mexico, two of the media conglomerate's most significant growth markets. In her subsequent role as Director of Leadership Development and Careers at Hilton, Nathalie stewarded the talent management strategy for hotel operations across the Americas region. Most recently, she led organizational design and growth to launch the world's largest Spanish-language streaming business as the head of Human Resources for iX at TelevisaUnivision. While Nathalie has been coaching clients since 2016, she recently left her corporate role to pursue her passion full-time, launching her business, EPM Studio.

Nathalie trained at the Co-Active Training Institute (CTI), through which she became a Certified Professional Co-Active Coach (CPOCC) as well as an Associate Certified Coach (ACC), credentialed by the International Coaching Federation (ICF). She holds a degree in Business Administration from Emory University's Goizueta Business School and is a certified Global Professional in Human Resources (GPHR). In addition to her CPOCC and ACC credentials, she completed a diploma in Ontological Coaching from the Ibero-American University in Mexico City and a certification in the Enneagram personality type assessment. Nathalie currently resides in Miami, Florida, and enjoys traveling and exploring the city's vibrant culinary scene.

Preparation

This training session is highly interactive with group activities about and discussions throughout. Come prepared with some current challenges you are facing in your organization.

To participate you'll need:

- Computer with a camera and microphone
- Strong internet connection
- Quiet, well-lit space
- An open mind and readiness to engage both internally and in groups



Explore the Agenda - Day 1

11:00am ET Opening Remarks

- Welcome
- Introductions
- Agenda Overview and Setting Expectations

Module 1: Coaching - Tools and Skills

11:15am ET Coaching in Organizations

- Why coaching is important in organizations
- What is coaching and a coaching culture
- Who are Conscious Leaders: coaching ourselves before we coach others
- Reflection exercise

Coaching Tools and Skills

- Coaching tools (7 essential questions, 3 levels of listening, 3P model)
- Coaching skills for culture building (whole person, creating safety, failure)
- Interactive practice activity

12:00pm ET Break

Module 2: Difficult Conversations

12:15pm ET Traps that Make a Conversation Difficult

- Group reflection and integration
- Introduction to difficult conversations – common “traps” that make a conversation difficult
- Start with presence
- “Drama Class” activity

12:45pm ET Lunch Break

12:45pm ET Feedback and Motivation

- Integration – “Drama Class” presentations and shares
- Techniques for managing difficult conversations
- Tools for constructive feedback and motivation

1:15pm ET Reflections and Takeaways

- Worksheet for preparing to engage in a difficult conversation
- Tying it all together: shares and takeaways
- Q&A

2:45pm ET Closing Remarks

3:00pm ET End of Day 1

Explore the Agenda - Day 2

11:00am ET Welcome and Recap

- Welcome and Recap of Day 1
- Introduce Module 3 – Goal Setting, Prioritization, & Delivering Feedback
- Grounding exercise

Module 3: Goal Setting, Prioritization & Delivering Feedback

11:30am ET Effective Goals

- Markers of effective goals
- How goals can be cascaded in teams and organizations
- Activity with real goals

12:00pm ET Break

12:30pm ET Outcomes

- Taking it deeper – how to achieve desired outcomes
- Outcome worksheet and shares

1:00pm ET Lunch Break

Module 4: Time Management, Feedback and Performance

1:30pm ET Feedback and Performance Discussion

- Executing on priorities – Time Management Matrix
- Whiteboard activity and discussion
- Delivering feedback in the performance discussion
- Tie-in with coaching and difficult conversation skills
- Practice in pairs and shares

2:45pm ET Closing Remarks

3:00pm ET End of Training
