Coaching Skills
Building Essential Skills to Engage Individuals and Organizations
Why Choose Queen's IRC?

Queen’s IRC focuses on developing and delivering human resources, labour relations, and organizational development programs for busy practitioners.

Get the Queen’s IRC advantage:

- 80 years of evidence-based training
- Custom solutions delivered across Canada
- Coaching from industry leaders with real-world experience
- Practical simulations and tools that apply to your work environment
A talented and knowledgeable workforce provides an exceptional competitive advantage in today’s global economy. Coaching plays a vital role in developing that talent and in fostering a culture that empowers, motivates and retains your future leaders.

Our *Coaching Skills* program provides the context for coaching’s growing importance in the workplace, highlighting the reasons for its rapidly growing popularity. It also offers hands-on learning opportunities to develop and practice coaching skills for a wide range of workplace scenarios. Participants will learn to use proven models to facilitate coaching conversations and enhance capacity at all levels.

**Learning Outcomes**

Learn how to:

- Effectively use a proven coaching methodology: the GROW Model
- Appropriately use coaching for problem solving, development and performance
- Master coaching dynamics, psychological drivers, skills and tools, through various scenario-based exercises
- Leverage coaching to build individual and organizational capability

**Essential Skills to Engage and Inspire**

This program promises to deliver:

- The easy to use, internationally acclaimed GROW Model
- Essential coaching skills: Listening, Questioning, Feedback
- Psychological Drivers that impact coaching: threat & reward brain responses, trust, and motivation
- Experiential practice opportunities for a wide range of perspectives and situations
- Appreciation of the psychological drivers impacting coaching, and how to leverage them positively
- Greater understanding of when and where to use coaching for individual and organizational success

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**Essentials**

<table>
<thead>
<tr>
<th>Essentials</th>
<th>Takeaway Tools</th>
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<tbody>
<tr>
<td><strong>2 Days / 2 Credits</strong></td>
<td>■ GROW coaching model, process and tools</td>
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<tr>
<td><strong>Date &amp; Location</strong></td>
<td>■ Database of coaching questions</td>
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<tr>
<td>Oct. 29-30, 2019: Toronto</td>
<td>■ Coaching quiz and styles tool</td>
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<tr>
<td>Mar. 9-10, 2020: Toronto</td>
<td>■ Reference materials for foundational coaching concepts</td>
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<td>Oct. 20-21, 2020: Kingston</td>
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**Who Should Attend**

HR professionals, managers and influencers who want to improve their coaching skills and impact organizational growth

**Fee:** $2,495

Please refer to our website, irc.queensu.ca for the latest information on venues.
Learn. Design.
Implement.

_Coaching Skills_ gives participants the skills they need to nurture potential and engage individuals and organizations for improved performance and positive growth.

a) Coaching Fundamentals
Through a review of concepts and the evolution of coaching in the workplace, you’ll gain a deeper understanding of the coaching process. You’ll learn about individual and organizational coaching goals, and how they impact growth and performance.

b) Coaching in Action
In the workplace, coaching is used for finding a way forward: problem-solving, development, and performance.
- Portability: applies to individuals, teams and groups
- Orientation: works in every direction whether top down, bottom up and sideways
- Providers: delivered through various resources including managers, peers, direct reports, talent professionals and external experts
- Goal Setting: agenda can be driven by both coach or coachee
- Formats: can be used in formal and informal settings

c) Coaching Mastery
The coaching process is relatively easy to master, and basic proficiency can be achieved rapidly. Afterwards, it’s a matter of expanding on that foundation. You’ll learn how to develop strategies for growing your skills and raise the performance bar in your organization.

**Learning Beyond the Classroom**

Our learning programs are focused on your growth:
- Opportunities to network with high-level colleagues from across the country
- Coaching from internationally-renowned facilitators with real-world experience
- Skills and strategies that directly apply to work environments
- Experience-based programming to test theories and ideas
- Mentoring beyond classroom sessions
Facilitators and Guest Speakers

Françoise Morissette (Lead Facilitator)
Françoise Morissette, M.Ed., P.C.C., has been a facilitator at Queen’s IRC since 1994, and was made a Fellow in 2006. She played a key role in developing and implementing the Queen’s IRC’s Organizational Development curriculum and teaches on the OD Foundations and Coaching Skills programs. Françoise is a Certified Professional Coach, and she leverages coaching in her leadership practice, as well as training leaders and HR professionals on coaching skills.

Françoise is a major contributor to the OD field, with an emphasis on leadership and systems transformation, helping individuals, organizations and communities enhance their leadership capacity for performance and sustainability. In 2016, she certified as a LEADS facilitator. LEADS is a distributed leadership capability framework, originally developed in the Canadian health care system, rapidly spreading to other sectors and countries. Her work takes her within Canada and internationally.

https://irc.queensu.ca/facilitators/francoise-morissette

The roster of guest speakers may change. We will do our best to keep you informed of program changes.
Registration Kiosk

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We offer four easy ways to register:
Web: Complete the online form at: irc.queensu.ca
Telephone: Reserve by calling toll-free: 1-888-858-7838
Fax: (613) 533-6812
E-mail: irc@queensu.ca

Confirmation and information on program location, check-in time, and agenda will follow.

Registration and Fees
Program fees include tuition, workbook materials, lunches, and some dinners. For all programs, payment in full is required one month before the program begins.

Register 60 days prior to a program and save $300 on the tuition of four- and five-day programs, and $150 on two- and three-day programs.

Register three people from the same organization in the same program at the same time, and receive a 10% discount on program fees. Register five or more people in the same program at the same time, and receive a 20% discount.

If you know you will be pursuing a Queen’s Certificate and would like to remit tuition in one payment before your first program, we offer a special fee with a considerable saving. Contact our Program Administration office for details.

Note: Only one discount may be applied.

Cancellation Policy
Substitutions are permitted with no penalty 8 days or more from the program start date.
Substitutions 7 days or less before the program start date will be subject to a $500 charge.

Transfers and cancellations are permitted with no penalty up to 15 days prior to the program start date.

Transfers and cancellations 14 days or less from the program start date will be subject to a 100% charge of the program fee.

Location and Accommodation
Please refer to our website, irc.queensu.ca, for the latest information on venues.