Coaching Skills
Building Essential Skills to Influence Motivation and Collaboration
Why Choose Queen’s IRC?

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

- 85 years of evidence-based and practitioner-focused training
- In-person, virtual and custom programs available
- Coaching from industry leaders with real-world experience
- Certificate-based programs in HR, LR and OD
- Practical simulations and tools that apply to your work environment
No matter where you are in your learning journey, you and your organization will find much value in this action-oriented and thought-provoking program. Coaching Skills is intended for both newcomers and experienced coaches alike. For those new to the field it will provide a solid grounding in the core principles and practices of coaching. For experienced coaches, this is an opportunity to reground yourself and broaden your insights. The GROW coaching model and in-depth discussion related to top coaching skills will provide you with the tools to tackle any obstacle that may prevent you from shifting from a directive approach to a coach approach.

Through case studies and leading practice research, this program will give you the confidence to identify coaching opportunities and raise levels of engagement that will strengthen the collaboration, motivation, strategic alignment, and accountability of your organization.

Learning Objectives

■ Identify essential coaching skills including key active listening skills, coaching presence, and powerful questions
■ Explore the classic coaching model known as the GROW Model
■ Observe a coaching session and identify how the key elements of the GROW Model are demonstrated
■ Use the GROW Model as part of a triad of learning, and experience the role of coach, coachee and observer
■ Coach others to truly understand their goals and how to gain momentum

Organizational Benefits

■ Raised awareness of the relationship between coaching and managing
■ Knowledge of when to use coaching for performance purposes or development purposes
■ Hands-on opportunities to practice coaching skills live and create an individual action plan with key learnings to ensure immediate application back in the workplace
■ A solid foundation for a coaching culture that uses a growth mindset to foster a blend of accountability and support
■ Strengthened collaboration, motivation, and strategic alignment within the organization

Takeaway Tools

■ Coaching Handbook
■ GROW model and tools
■ Individual action plan to develop your coaching skills
■ Videos, case studies, and articles
■ Resources for ongoing development
Program Overview

Our module-by-module overview introduces the topics that will be explored in depth over the course of the program.

**MODULE 1**

**An Introduction to Coaching**
- Establish who is in the learning room
- Master the definition of coaching
- Explore why coaching works

**MODULE 2**

**The GROW Model of Coaching**
- Explore the GROW model
- Observe a coaching discussion and identify the GROW model concept demonstrated
- Understand the concepts of feedforward, growth mindset and presence

**MODULE 3**

**Active Listening**
- Discover the 10-minute coaching habit
- Focus on key active listening skills to build confidence
- Understand how to use the 10-minute coaching habit in real time

**MODULE 4**

**Coaching Case Studies**
- Experiment using GROW in a role-play scenario
- Identify what part(s) of GROW were used
Understand the importance of staying curious in coaching

Explore the relationship between emotional intelligence and coaching

Consider your values and coaching

Experience GROW as a coach

Benefit from receiving coaching with the GROW model

Share your observer notes with the coach

Experience GROW as a coach

Benefit from receiving coaching with the GROW model

Share your observer notes with the coach

Consider research findings about the brain during coaching and the impact of structure

Discover how to end a coaching session for momentum and commitment

Explore goal flourishing and the connection to a growth mindset

Share powerful questions for each part of GROW

Learn about coaching for performance and development

Examine the various styles of coaching

Identify key next steps in your own coaching skills action plan
Facilitators and Speakers

Linda Allen-Hardisty, MCC (Lead Facilitator)

Linda is an organizational development professional (Queens IRC OD Certificate), an executive coach (ICF MCC professional designation), a team coach (EMCC Global Accreditation), and a Forbes Coaches Council contributing member. She’s built a reputation as a vibrant, contemporary voice in the business world by blending her grounding in OD with a practical approach to addressing organizational challenges and opportunities.

Over her 20-year OD career, she has helped many leaders – from corporate executives to entrepreneurs – improve their personal and professional success. She is a sought-after facilitator and advisor for executive development, strategy and change, team effectiveness, and emotional intelligence.

With a Masters of Education from the University of Regina, Linda’s uniqueness is that, prior to private practice, she fulfilled corporate leadership roles including the Director of Organizational Development in a company listed on the Hewitt Top 50 Employers in Canada and became the first Manager of Strategy and Performance for a municipal government undertaking cultural transformation. Her diverse industry experience includes oil and gas, healthcare, utilities, universities, tourism, municipal government, professional associations, crown corporations, arts and creative industries, architecture, Indigenous business, Agri-value, IT, and small medium business. Linda and her husband are proud to call the Canadian prairies their home, and she is a Member of the Board of Trustees at the MacKenzie Art Gallery, which is the public art gallery in Regina, SK.

*The roster of facilitators and speakers may change. We will do our best to keep you informed of program changes.*
Building Better Leaders