Performance Coaching
Gain essential skills for building performance, growth, and accountability
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. *Performance Coaching* combines the two key practices of performance development and coaching for an inspiring and real-world learning experience.

This program offers a solid foundation in coaching for performance, integrating the GROW coaching model with in-depth discussions related to top performance skills. This equips you with the tools to overcome barriers hindering the transition from a directive to a coaching approach, integrating performance conversations seamlessly into organizational dynamics.

Through case studies and leading research, this program instills confidence in identifying coaching-for-performance opportunities and raising engagement levels, thereby strengthening organizational performance and accountability.

### Learning Objectives

- Translate the latest global insights on performance development best practices into tangible actions, including strategies for aligning individual and team contributions to your organization’s overarching strategy
- Develop a meaningful approach to increase engagement and motivation throughout the performance cycle
- Learn the GROW coaching model through hands-on practice as both the coach and the coachee
- Enhance leaders’ proficiency and confidence in conducting performance conversations
- Foster a culture of coaching-for-performance by honing essential coaching skills including active listening, coaching presence, and the art of asking powerful questions

### Organizational Benefits

- Grow an organization-wide coaching culture by leveraging growth mindsets to foster accountability and support
- Increase staff engagement levels and performance outcomes
- Improve employee relations
- Develop communication and leadership qualities by effectively applying coaching skills across all performance levels
- Identify and cultivate high-potential talent and foster professional development and advancement
- Demonstrate organizational commitment to human resource development

### Takeaway Tools

- Performance Coaching Handbook, which includes the GROW model and tools, performance development model and tools, and an individual action plan
- Videos, case studies, and articles
Program Overview

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

MODULE 1

**Introduction to Performance Coaching**
- Master the definition of performance development and coaching
- Explore why coaching-for-performance works
- Gain global best practices insights and the future of performance

MODULE 2

**The GROW Model of Coaching**
- Discover the GROW model
- Understand the concepts of feedforward and a growth mindset
- Learn active listening coaching skills

MODULE 3

**Performance Development**
- Explore performance development models
- Understand the concept of a growth mindset for accountability
- Learn about performance lifecycles within organizations

MODULE 4

**Case Studies**
- Gain insights from case studies of coaching cultures
- Link individual goals with organizational priorities
Let's Coach – Practicing in Triads

- Develop and practice your coaching skills as part of a triad: coach, coachee and observer
- Experience GROW as a coach
- Benefit from receiving coaching with the GROW model
- Share your observer notes with the coach

Practical Matters: Performance Development

- Learn the differences between coaching for performance and coaching for development
- Understand the styles of coaching
- Identify key next steps in your 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