



# Leader as Coach

## Empowering People in Everyday Conversations

ARE YOUR LEADERS SIMPLY MANAGING PEOPLE OR REALLY DEVELOPING THEIR TALENT?



60% of employees want to hear from their managers every day.

Managerial conversations focus primarily on task planning and completion. The manager sets expectations, gives direction, monitors activity, helps remove barriers, and evaluates performance relative to expectation.

Coaching conversations aim to enhance an employee's self-awareness, ability, and confidence by exploring how the employee thinks, feels, and responds to people and situations.

The **Leader as Coach** program focuses on the essential skills for leading high-impact conversations: solving problems, exchanging feedback, and exploring development and career options.



### Benefits for Your Organization

When leaders adopt a collaborative coaching style, employees are more likely to engage and hold themselves accountable for their own performance and development.

### WHO SHOULD ATTEND

Formal leaders who are responsible for the performance and development of others.

### LEARNING OUTCOMES

Graduates will be better able to:

- Use a variety of listening and speaking techniques to improve routine conversations with colleagues and direct reports.
- Coach someone through a problem-solving conversation in a way that increases the person's ability to take initiative.
- Provide constructive feedback in a way that influences a colleague's behavior.
- Guide a career development conversation in a way that enhances an employee's motivation to learn, grow, and contribute.

### HOW PARTICIPANTS LEARN

- Video demonstrations
- Skill drills
- Focus on real-work conversations
- Several opportunities to practice and get feedback
- Average student-to-trainer ratio 15:1

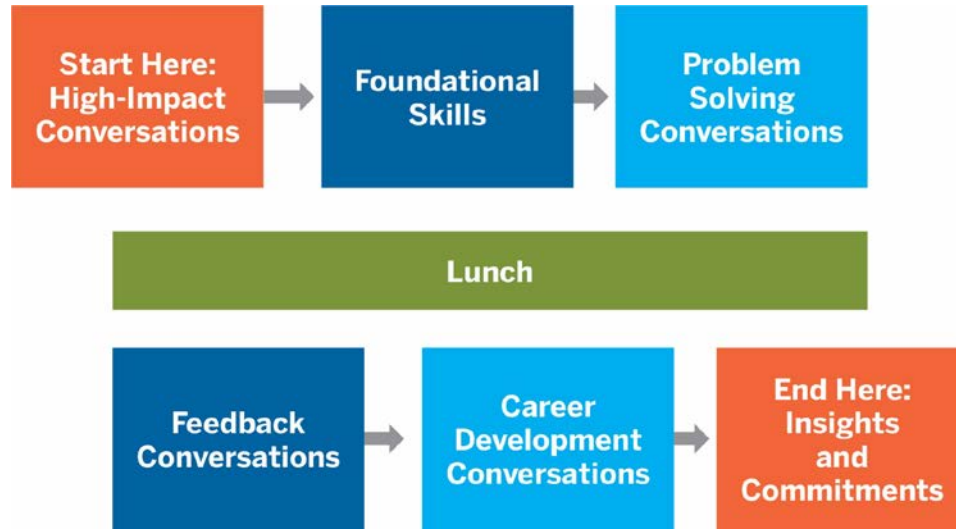
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# DELIVERY OPTIONS

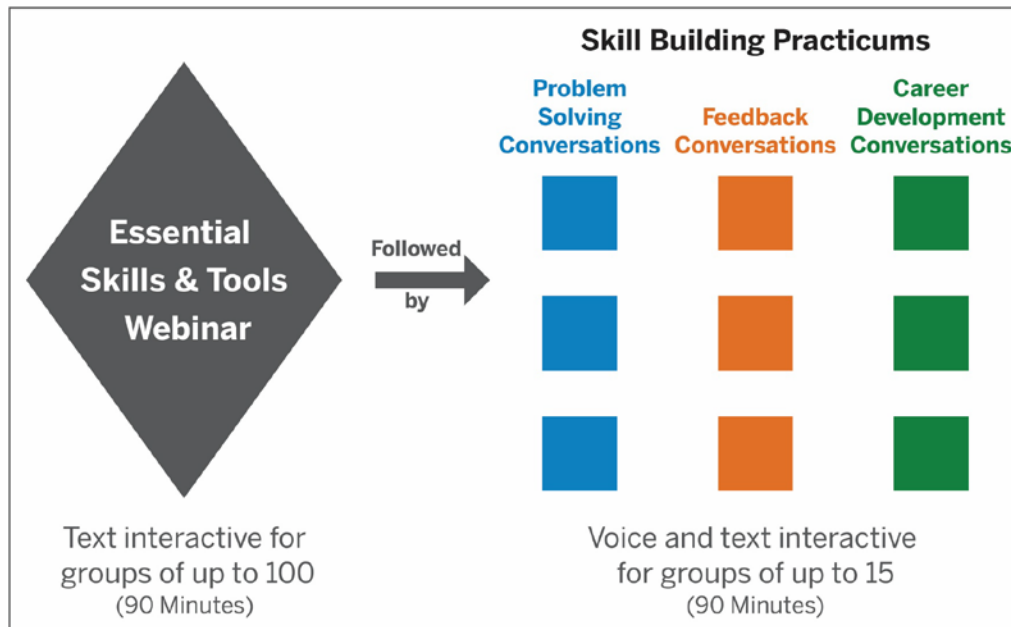
## Option 1. In-Person Classroom


### STANDARD AGENDA



## Option 2. Virtual Instructor-Led Training

### STANDARD LEARNING PROCESS



 **Interaction Associates** is a 45-year innovator in building high performance, collaborative cultures with a new measure of ROI—Return on Involvement—where employees go beyond engagement to share responsibility for business results.