

Coaching Conversations

AN ESSENTIAL TOOL FOR LEADERS



A TEKARA LEARNING EXPERIENCE

T e k a r A

Could the secret to heightened employee engagement begin with the quality of your conversations as a leader?



THE REWARDS OF ENGAGEMENT

Are you meeting the challenges of productivity, employee absenteeism, low morale, customer service or retaining your best employees?

According to extensive research on employee engagement conducted by *The Gallup Organization*, highly engaged workplaces were:

- ▶ 50% more likely to have **lower turnover**;
- ▶ 56% more likely to have higher-than-average **customer loyalty**;
- ▶ 38% more likely to have above average **productivity**; and
- ▶ 27% more likely to report higher **profitability**.

What would similar improvements to engagement in your organization mean to your bottom line this year?

Investing in a process that builds the capacity of managers to have coaching conversations will pay big dividends in individual employee engagement, organizational health, and business success.

MORE THAN CONCEPTS

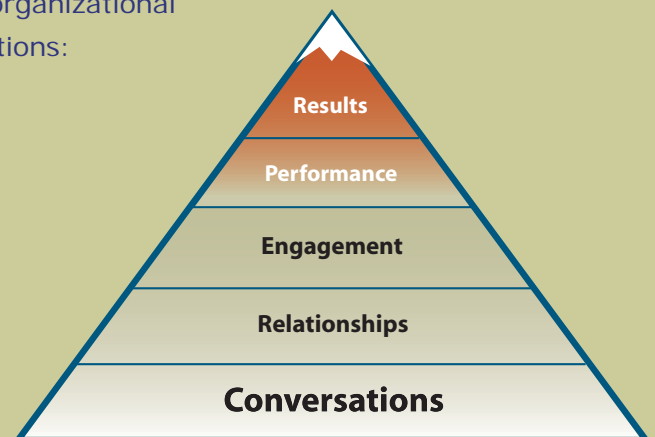
Coaching Conversations is a three-month learning experience designed to help you release your team's collective aspirations and link them to business goals. It provides proven methods and skills to engage colleagues to perform at the highest level, and minimize self-destructive or toxic behaviours within your organization.

Unlike the traditional approach to learning, Coaching Conversations reinforces concepts and strategies by providing each participant with learning integration coaching. This ensures ideas are actively implemented in your organization. The impact on your bottom line as a result can be dramatic.

AN ORGANIZATION IS THE SUM OF ITS CONVERSATIONS

At Tekara, we know that employee performance and organizational results flow directly from the quality of your conversations:

- ✓ Achieving **results** depends on building and sustaining high levels of individual and team performance;
- ✓ High **performance** requires individuals and teams to be fully engaged;
- ✓ **Engagement** is driven by effective working relationships; and,
- ✓ Effective working **relationships** develop when people have ongoing and productive **conversations**.



WHO IS THIS PROGRAM FOR?

One of the most powerful elements of this learning experience is the opportunity to share it with leaders facing similar challenges you are.

Up to 30 leaders are accepted into a program cohort, from a variety of backgrounds and industries. Each participant brings a unique blend of skills, knowledge, experience and challenges to the group. They share one thing in common: a desire to achieve unprecedented results by creating workplaces where people can do their best work.

This highly collaborative environment enables new ideas and strategies to become working knowledge before being implemented in your workplace.

WHAT YOU WILL EXPLORE

- ✓ Why coaching conversations are essential skills for today's leaders
- ✓ How coaching conversations are connected to bottom-line results
- ✓ How to know when to have a coaching conversation (and when not to)
- ✓ How to design an alliance that forms the basis for a coaching conversation
- ✓ How to provide timely, responsive, and enthusiastic feedback
- ✓ The essential keys to increase and sustain heightened engagement
- ✓ The role of trust and transformation in coaching conversations
- ✓ The vital link between coaching conversations and performance management
- ✓ Five guidelines for developing empathic listening skills
- ✓ What to do if an employee resists a coaching conversation
- ✓ How to identify your top 10 trust builders and top 10 trust busters
- ✓ How to track and measure the impact of coaching in your organization



To have an empowering coaching relationship, the coach must recognize that people have the inherent creativity, intelligence, and tacit knowledge they need to succeed but may need help in gaining access to it.

- Robert Hargrove

ABOUT **T**e**k**a**r**A

Founded in February 1994, Tekara Organizational Effectiveness is a leading organizational development consulting firm based in Vancouver, Canada.

Tekara provides innovative consulting, leadership development and coaching services that produce extraordinary results at the individual, team and organizational level. We focus on five critical and interconnected factors that drive success. These includes leadership, strategy, culture, structure, and execution.

Our clients include a broad range of private and public sector organizations located throughout Canada, the United States, Europe and Asia. Additional information about Tekara is available online at: www.tekara.com





The chief responsibility of a manager: To turn one person's talent into performance.

- Marcus Buckingham

TESTIMONIALS

I would recommend this program to a variety of organizations that want to improve individual effectiveness and am confident that they would reap unexpected and unique benefits from participating in Tekara's Coaching Conversations program.

- Howie Kroon
CEO, Palliser Lumber

... the new skills and learning process provided [through Coaching Conversations] was very well received and made a significant contribution to creating a more positive and engaging workplace at ICBC.

- Sue Carle
VP HR & Corporate Law,
ICBC

MORE THAN A 2-DAY PROGRAM

Organizations collectively spend millions of dollars annually on leadership education that does not have a significant impact on the organization. Simply reading a book, or attending a training course often results in short term excitement about ideas, but fails to cultivate working knowledge and direct application in your day-to-day actions as a leader or manager.

We designed Coaching Conversations to ensure the benefits of the learning experience last and have a sustained impact in your organization.

Our integrated approach to learning includes:

- ▶ Creating participatory learning experiences that respect each individual's capabilities and potential.
- ▶ Reinforcing skills with follow-up coaching to maximize the benefit for participants and for their organization.
- ▶ Focusing on your bottom line - generating impressive returns on your investment in learning.
- ▶ Creation of a solid network of peers and role models to support leaders as they grow and advance within their organization.
- ▶ Practice using effective peer coaching skills that can be applied in other working relationships.

PROGRAM ELEMENTS

Your learning experience includes:

- 1 An individual **needs assessment meeting** with your program facilitator to clarify your desired performance outcomes.
- 2 **Two full-day, practical workshops**, (in house or open enrollment) on the processes and key coaching skills used by successful managers to engage colleagues
- 3 **Learning integration coaching** with a professional coach over a three month period.
- 4 A **wrap up session** to consolidate learning and lay the foundation for continuing improvement in engaging your employees.

OUR RESULTS GUARANTEE

Coaching Conversations is about results - both for participants and for the organization. This is why we take the time at the beginning of the program to assess your desired outcomes, establish a clear benchmark for success, and track progress.

If the results we agree to in our personal assessment meeting are not achieved, we will continue to work with you without additional charge until we achieve those results together.

For additional information on this program,
please contact us at: 604.669.9045