



Unlock your people's
potential to do maximise
their own performance

genos[®]
INTERNATIONAL

Leader as Coach

“Real change often happens informally, with people who are good listeners, respectful of their culture, and who look for windows of opportunity.”

Peter Senge

More now than ever, leaders need to coach

The business world is moving faster and faster. This speed presents challenges for leaders at all levels. Achieving outcomes, keeping up to date and developing capability is both increasingly challenging and increasingly important. More now than ever, leaders need to provide feedback, guide and direct people to achieve results, manage performance, develop capability and engage team members. All these leadership actions take place in coaching conversations. Many leaders struggle with these conversations or misunderstand the role of coaching as a leadership tool.

This programme is designed to:

- Help leaders develop a mindset which supports them to hold constructive coaching conversations
- Equip leaders with tools to enhance coaching interactions
- Develop essential skills for emotionally intelligent, constructive coaching conversations

Coaching with emotional intelligence

At the core, coaching is communication-based personal interaction. Many coaching workshops address the tools and skills necessary for effective coaching but fail to address the interpersonal dynamics. For coaching to be truly constructive it requires emotional intelligence.

The workshop takes an evidence-based approach. Prior to attending the workshop participants take part in the Genos Emotional Intelligence Assessment; a multi-rater assessment providing personal insight into strengths and development areas essential to coaching conversations.

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Life changing for people. Game changing for business.

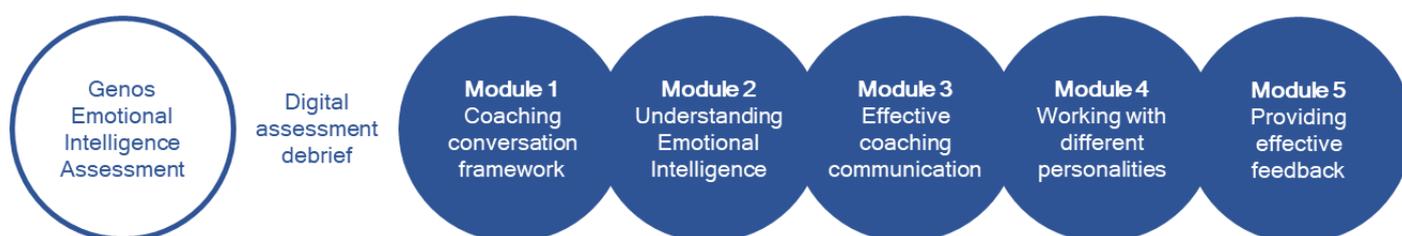
Leader as Coach

Five interactive live-online modules

Leader as Coach is conducted over five 2-hour highly interactive virtual instructor-lead workshops.

During the program, participants learn:

- how to develop rapport, authenticity and trust in interactions
- how to use self-awareness and active-listening to be truly 'present'
- the skill of asking powerful questions to facilitate insight
- How to provide effective feedback with care
- to follow a conversation framework for constructive coaching conversations
- to guide conversations to actions and commitments
- techniques to adjust coaching approaches according to context



Genos Emotional Intelligence Assessment

The program takes an evidence-based approach. Prior to attending the program participants take part in the Genos Emotional Intelligence Assessment and receive a digital report. This multi-rater assessment provides feedback on how well a customer service representative demonstrates emotional intelligence in their interactions from one of their most reliable sources – those who see and interact everyday. The digital report walks them through their results and guides them in the development of a personal development plan. Participants bring their plan with them to the program sessions to help personalise their learnings from it.

Outcomes

As a result of attending this program, participants will:

- recognise the role of coaching for their role in their organisation
- developed a coaching mindset
- have learned and applied tools for effective coaching
- have gained insight and feedback on their emotional intelligence
- have learned and applied core communication skills
- be able to adapt their approach according to context
- have learned and applied a framework for constructive coaching conversations
- planned for and practised coaching in preparation for a real-life on-the-job application