

THE AUTHENTIC LEADERSHIP PROGRAM

MODULE 2: COMMUNICATING AND COACHING FOR PERFORMANCE

PEOPLE FOR
SUCCESS

AUTHENTIC LEADERS

Great leaders believe in the potential of their people. They put people at the top of their agendas and understand the benefits of developing their team. Through giving up the need to show that they know everything, they invest time mindfully listening to their people, bringing the best out in them. Utilising advanced communication and coaching techniques such as framing and meta-questioning, they encourage their team to achieve sustainable outcomes.



COMMUNICATING AND COACHING FOR PERFORMANCE

Poor management results in a huge cost to organisations. The two most common reasons talented people leave organisations is a lack of meaningful communication from their managers and a lack of focus on development. Many managers think that if they are talking then they are communicating. They may also think that if they are 'telling' they are developing. This is often not the case.

Effective communication requires a deeper understanding of the many complexities interplaying to deliver a meaningful message that inspires people to give their best. In addition to good communication skills managers must adopt a coaching-based management style where they encourage, through questioning and listening, their team members to use their own thinking to solve their own issues. Managers can then focus directing their time away from daily fire-fighting activities to more long term strategic thinking.

DAY ONE

COMMUNICATION AND EFFECTIVE FEEDBACK

- Understand and practice the art and science of assertive communication techniques.
- Practice critical communication skills such as building rapport and mindful listening.
- Identify different communicational blockers that stop leaders from listening to their people.
- Frame conversations to give meaning to messages and inspire people to give their best.
- Identify the most common fears of giving feedback and the impact of not giving feedback.
- Use the eight-step performance improvement model to give direct and respectful feedback.

DAY TWO

COACHING SKILLS

- Maintain the motivation of top performers through focused coaching conversations.
- Differentiate between training and coaching and understand when each is required.
- Understand the negative effects of giving advice and solutions and how it undermines performance.
- Structure a coaching sessions with team members to encourage and motivate top performance.
- Focus one-on-one meetings utilising the GROW coaching methodology.
- Conduct a full coaching session with another participant working on a real issue whilst being assessed by an observer.

AUTHENTIC LEADERSHIP PRINCIPLES

Self-Awareness

Authentic Leaders continually work on deepening their self-awareness. This builds trust with their people and inspires them to give their best.

Vision and Strategy Driven

Authentic Leaders invest time envisioning and planning for a future that captures the hearts and minds of their people.

Communicate with Clarity

Authentic Leaders focus their people on the goals of the organisation with clear, conscious communication.

Stay Balanced

Authentic Leaders look after themselves, their team and organisation by striking a healthy balance between self-interest and the common good.

Empower People

Authentic Leaders don't have a need to be the greatest at everything. They strive to bring out greatness in their people.

REGISTRATION INFORMATION

Places limited to 12 participants.

Date: 7-8 June

Cost: \$1,600 + GST

Location: Sydney

Our Program Includes:

All materials.

KEY PROGRAM OUTCOMES

- Give effective motivational and developmental feedback to improve performance and engagement.
- Develop your leadership mindset to make the transition from managing yourself to managing others.
- Retain and develop talented people who are motivated to achieve business outcomes.

WHO SHOULD ATTEND

- Managers and Leaders
- Aspiring Leaders
- Project Managers
- Individuals interested in developing further communication and coaching capabilities

ABOUT PEOPLE FOR SUCCESS

OUR VISION

Is to live in a world where the focus of organisations is on their values and on cultivating strong relationships with all stakeholders to capture their diverse creativity and turn it into continuous cycles of innovation that delivers sustainable growth.

OUR MISSION

To provide unique yet challenging expertise to executives and senior leaders wanting to stay ahead of their game by developing 21st century cultures. Cultures focused on values, continuous innovation, speed delivery of products and services that delight customers.

YOUR FACILITATOR

Kristyn has been developing leaders and top teams for over twenty years. With a deep understanding of the link between values-driven, conscious cultures, authentic leadership capability, and strong revenue growth, Kristyn and her team of consultants work with leaders, from their deepest structures, to help align their values, beliefs, and mindsets with their behaviour to achieve sustainable change.



KRISTYN HAYWOOD
FOUNDING DIRECTOR

"Kristyn has assisted myself and Downer on a number of business realignment projects, including the difficult leadership problem of rebuilding a fractured relationship within an alliance team. Kristyn's customised programs helped us turn around the team's behaviours, with the team refocused on delivery of common goals. Furthermore, Kristyn's coaching and advice have assisted me personally as I navigate through the leadership pipeline."

**Peter Munro, Operations Manager
West at Onsite Rental Group**

"We have been running People for Success' Authentic Leadership Program and the feedback from these sessions is exceptional. I have no hesitation in recommending Kristyn and her team to businesses looking for leadership education that will generate positive business outcomes long after the program has concluded."

**Kate Silverback, Human Resources Manager
Novion Property Group**

REGISTER AT

P: +61 2 9943 1520 **M:** +61 419 421 332

contact@peopleforsuccess.com.au

www.peopleforsuccess.com.au