

Signs that it is time to learn Coaching Skills:

- High turnover
- Employee complaints and grumbling
- Employees (and managers) not getting along
- Loss of productivity
- Loss of creativity and problem solving abilities
- Employees not moving forward / stuck on old stories, worries and complaints
- Goals and commitments not being met
- Hostile environment in one or more areas of organization
- Low morale
- A lot of emotion / drama
- Poor communication
- Frustration, Resignation, Cynicism around work, employees, company
- Employees (and managers) just ‘existing’, not thriving
- Noticing ripple effect of a struggling manager
- Not having any fun!

Benefits for Manager Attending	Benefits for Employees / Company
Build confidence in leading and managing	Gain clarity around goals and priorities
First time managers learn how to engage with employees (former peers)	Learn to take constructive feedback as a plan for success
Prepared for both developing and corrective action	Learn how to work through emotional situations – less drama, more action
Create a common language for working together	More creative problem solving
Unique and valuable soft-skills for developing workforce / team / general employee satisfaction	Support to create personal, relevant action plans to achieve goals
Learn how to create an inspired work environment	Navigate and overcome obstacles in the workplace and beyond
Improved communication	Improved communication
Quickly resolve problems with co-workers and subordinates	Quickly resolve problems with co-workers
Evaluate at-risk and struggling employees	Enjoyable workplace (retention)
Improved decision-making	Improved decision-making
Proactive listening and questioning skills	Improved customer service

Candidates for Coaching Skills for Managers Course:

- New managers
- Seasoned managers wanting to elevate their effectiveness
- High potential employees (being groomed for management and/or leadership roles)
- Managers that are frustrated by lack of progress, enthusiasm and creativity in their department

