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COURAGEOUS COACHING: HOW LEADERS TURN DIFFICULT CONVERSATIONS INTO BREAKTHROUGHS
with Dr. Marcia Reynolds
$425 (US) per person

VIRTUAL SESSION (3-HOUR)

COURAGEOUS COACHING: HOW LEADERS TURN DIFFICULT CONVERSATIONS INTO BREAKTHROUGHS

Leaders often face the challenge of helping employees see things differently. Helping others see their blind spots, gaps in logic, and barriers to change means you have to challenge how they think. You cant tell them to think differently and expect results. You have to listen in a specific way to know what questions to ask that will breakthrough their mental frames. If done the right way, there is a moment in the conversation that changes everything. The employee sees their blind spots and what they are capable of doing and being more than they thought before. He or she always remembers the leader who had the courage to help them see. This powerful session will help leaders create breakthrough moments in their performance and development conversations, opening the minds of the people they work with.

DR. MARCIA REYNOLDS

Dr. Marcia Reynolds, MCC, is fascinated by the brain, especially what triggers feelings of connection, commitment, and possibility. She draws on her research as she helps leaders have more effective conversations where they shift even difficult conversations into difference-making moments. She has delivered both executive coaching and training programs in 38 countries and to top universities including the Harvard Kennedy School, Cornell University, and the Moscow School of Management (Russia). Her expertise is in emotional intelligence and transformational coaching skills.

Prior to starting her own business, her greatest success came from designing the employee development program for a global semiconductor manufacturing company facing bankruptcy. Within three years, the company turned around and became the #1 stock market success in in the US in 1993.

Dr. Reynolds is a pioneer in the coaching profession. She was one of the first members and the 5th global president of the International Coach Federation and has returned to the board as a Global Director. She is also a past president of the Association for Coach Training Organizations, the training director for the Healthcare Coaching Institute at Virginia Tech, and on faculty for the International Coach Academy in Russia and Create China Coaching in China. She was recognized by the Global Gurus top 30 as the #5 coach in the world.

Interviews and excerpts from Marcia's books *Outsmart Your Brain, Wander Woman*, and *The Discomfort Zone: How Leaders Turn Difficult Conversations into Breakthroughs* have appeared in many places including *Fast Company, Psychology Today, Forbes.com, CNN.com*, and *The Wall Street Journal* and she has appeared on *ABC World News*.

Marcia's doctoral degree is in organizational psychology and she has two master's degrees in education and communications.

TOPICS COVERED

THE COACH APPROACH TO LEADERSHIP

THE DIFFERENCE BETWEEN COACHING AND MENTORING AND WHEN TO USE EACH APPROACH
HOW HUMANS LEARN NEW BEHAVIORS
WHY USING AN INQUIRY-BASED APPROACH IS EFFECTIVE IN CHANGING MINDS AND BEHAVIOR

THREE LEVELS OF LISTENING

TRANSACTIONAL VERSUS TRANSFORMATIONAL LEADERSHIP
SHIFTING YOUR LISTENING POSITIONS TO HEAR BEYOND THE WORDS

THE COURAGEOUS COACHING MODEL

A GUIDELINE FOR THE COACHING CONVERSATION
PRACTICE DEEP LISTENING TO FACILITATE GROWTH
PERFORMANCE VERSUS DEVELOPMENT CONVERSATIONS

GIVING FEEDBACK

STEPS FOR STARTING THE CONVERSATION WITH FEEDBACK
SHIFTING THE CONVERSATION FROM PROBLEMS TO POSSIBILITIES
HANDLING RESISTANCE

CREATING A COACHING CULTURE

CULTIVATE AN ENVIRONMENT WHERE COACHING IS A MINDSET INSTEAD OF A TOOL
CREATING YOUR PERSONAL DEVELOPMENT PLAN TO EMBED YOUR SKILLS

FOR REGISTRATION PLEASE CONTACT: - IMS Regional Director -
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