



<b>Senior Managers</b> (Div & Reg. Mgrs)	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>Middle Managers &amp; Superintendents</b>	1	1	1	1	1	1	1	1	1	1	1	1	1

## Time Allocation - Topics

### 15% 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

### 25% Three levels of listening

- Transactional versus transformational leadership
- Shifting your listening positions to hear beyond the words
- Using mirroring and powerful questions to shift someones perspective

### 25% The Courageous Coaching Model

- A guideline for the coaching conversation
- Practice deep listening to facilitate growth
- Performance versus development conversations

### 25% Giving feedback

- Steps for starting the conversation with feedback
- Shifting the conversation from problems to possibilities
- Handling resistance

### 10% 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

## Focus

### Primary - Leadership Development

Adaptability, Communication, Developmental Perspective, Empathy, Interpersonal Relations, Emotional Intelligence

### Secondary - Planning/Organizing

Decision Making, Use of Authority, Delegation

### Tertiary - Executing/Controlling/Evaluating

Problem Identification

## Level

Introductory

Intermediate

Advanced

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