Courageous Coaching: How Leaders Turn Difficult Conversations into Breakthroughs

Session Details

Faculty: Dr. Marcia Reynolds
Location: DoubleTree by Hilton Hotel Cleveland - Independence
9200 Quarry Lane, Independence, OH 44131
Phone: (216) 447-1300
Date: Thursday, July 18, 2019
Sign In: 8:30 AM
Session: 9:00 AM - 4:00 PM

Session Description

Leaders routinely 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 can’t tell them to think differently and expect results. Rather, you have to listen in a specific way to know what questions to ask in order to break through their mental frames. If done properly, there is a moment in the conversation that changes everything. This powerful session will help leaders create breakthrough moments in their performance and development conversations, opening the minds of the people they work with.

Biography

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 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.

Guide to Participant Selection

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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 someone's 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

FOR REGISTRATIONS PLEASE CONTACT: Cindy Smith
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