



Expand your skills, invest in your team!

Coaching with Emotional Intelligence

(3 Part Series)

Date & Time: January 11, 18, and 25, 2023 at 8:30am to 11:30am

Cost: \$735 – *Go to sou.edu/professional to register*

Location: Virtual/Zoom

Description: Coaching enables others to be their best self. Your employees yearn to be happy - satisfied at work and in their relationships. The best teams and organizations rely on you as the professional to help employees be more successful, engaged and productive at work.

This 3-part series provides managers and team leaders with the steps and skills they need to coach others so they can have coaching conversations that focus on helping people uncover their barriers to growth and change, giving them the tools to manage the hurdles life throws at them, Coaching also helps people understand their talents, leveraging them and turning them into strengths so that each employee walks away motivated, engaged, and committed to their job, their teams, and the organization.

To ensure that your leaders can immediately implement coaching into their daily routines, we will provide an opportunity to practice coaching and apply what they have learned in each of the three 3-hour sessions. The practical portion of each workshop will ensure your leaders are knowledgeable and confident in their ability to continue to engage in powerful coaching conversations.

PART 1: January 11, 2023

Fundamentals of Coaching

To some, when you say the word 'coach,' one may think back to their tough-as-nails coach shouting on the field or in the change room. The word coach is now used just as often to describe advisors and mentors who guide people through business and life. Regardless of if you are a newly appointed supervisor or a seasoned executive, the benefits of coaching are vast.

Coaching in the workplace is one of the many practices leaders need to learn and master to support their teams. It's not how good you are that matters; it's how good your employees can be and how well you can unleash their potential. Coaching is increasingly relevant to developing people and to organizations as a whole. It can provide a new way to understand and assess people's behaviors, leadership styles, attitudes, social skills, and performance potential.

In this interactive 3-hour workshop, we cover the fundamentals of workplace coaching. We will share the six steps of our coaching model and begin to build the skills necessary to be a capable coach. Coaching creates exceptional leaders who, in turn, help their teams achieve outstanding results. But the power of coaching conversations extends beyond the four walls of the business,

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improving your employees' lives and their skills. Learning how to have impactful coaching conversations is a skill that can be taught, and this workshop will start you off with the basics.

Learning objectives:

- Discover what a coaching approach is and what role emotional intelligence plays.
- Recognize the significance of cultivating a coaching culture in the workplace.
- Learn the six steps and practice coaching using our coaching with the emotional intelligence model.

PART 2: January 18, 2023

Developing Others Through Coaching

As a leader, your boat only floats as high as the tide, and the tide is your team. The stronger each of your team members are, the higher the tide and the greater your performance. Coaching is a powerful way to raise the tide in each team member. As a leader, it is important for you to focus on supporting your team to be all they can be. Coaching creates engaged, autonomous, and empowered leaders. Great leaders at every level benefit from being coached and knowing how and when to take a coaching approach.

Coaching helps others achieve their goals by leveraging their natural talents. It also helps people transform their relationships by having deeper insights about themselves and how to work better with others. Encouraging coaching conversations into your daily routines can help your employees manage obstacles effectively and strategically use their talents and strengths. Coaching teaches leaders to have higher-performing teams by addressing specific team-related issues.

In this 3-hour interactive workshop, we will continue to practice the six steps of our coaching model, and your leaders will start to build the coaching skills necessary to help their teams maximize their potential. This session approaches coaching from a place of curiosity and openness, applying a framework for coaching conversations that produce consistent behavior change and increased capabilities. We will show you how our coaching model can be used for your conversations and that coaching is the answer to developing others to achieve their most important goals.

Learning objectives:

- Learn to help your teams move forward on their goals through coaching conversations.
- Gain an understanding of the importance EI plays in coaching others.
- Discover and practice the six coaching skills involved in a coaching conversation.

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PART 3: January 25, 2023

Engaging Your Staff with Coaching Conversations

Taking an interest and active role in your employee's development is key to keeping your staff engaged, growing their skill sets, and encouraging enthusiasm and excitement regarding their workplace. For those reasons, engaging in coaching conversations is one of the many actions leaders can use to guide employees to boost business practices and improve performance.

Far too often, employees are left to figure things out on their own with no continued coaching after completing their orientation. Or worse yet, they are just told what to do from their managers, never allowing the employee to determine how to do something themselves. This approach creates a culture of dependence and does not empower the employee to make solid decisions autonomously.

In this 3-hour interactive workshop, we will continue to practice the six steps of our coaching model, the six coaching skills and start to build the emotional intelligence skills necessary to be a transformational coach. Coaching helps teach your teams to succeed by helping them discover, develop and use their unique talents to improve team engagement and productivity. In this session, we continue to practice incorporating our coaching model into your upcoming conversations, demonstrating the power of coaching to lead your teams to optimal performance, increasing employee engagement and commitment along the way.

Learning objectives:

- Discover and practice how to engage staff in coaching conversations.
- Recognize the significance coaching can have in employee engagement.
- Discover and practice the six emotional intelligence skills involved in an engaging coaching conversation.

About the Presenter: Carolyn Stern is the President and CEO of EI Experience—an executive leadership development and emotional intelligence training firm. She is a certified Emotional Intelligence and Leadership Development Expert, professional speaker, and University Professor. Carolyn's emotional intelligence courses and modules have been adopted by top universities in North America. She has also provided comprehensive training programs to business leaders across the continent in highly regarded corporations encompassing industries such as technology, finance, manufacturing, advertising, education, healthcare, government, and foodservice. Carolyn lives and works in Vancouver, British Columbia. www.carolynstern.com www.eiexperience.com

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