



The Art of Excellence
Leadership. Teamwork. Success.

February 2009

Sylvie Gervais-Leduc

We Are Creating Excellence When...



Coach Training Options

**Using A Coach Approach
Workshop**

We are using A Coach Approach.

Dear

Coaching Series Part Two

Using a Coach Approach

So what is a coach approach? It is the ability to ask powerful questions that help people figure out what they need rather than tell people what to do. It is a multitude of skills that one can learn and develop over time in order to create personal and team accountability within the workplace (because it has become safe to do so). The coach approach empowers people to bring their best to the table and gently helps them see their potential as well as their pitfalls so that they can make positive changes. It is an approach that allows you to deal with people and situations in ways that create the results you seek; success.

This approach can be used in any role within a company or organization however it is most powerful when used by leadership and roles that support and influence the culture at work. HR professionals, supervisors, team leads, mentors, business owners and consultants can all benefit from using this approach with all those they come into contact with. The 21st

**Coach Approach Training
(CAT)**

Internal Certified Coach (ICC)

**Certified Corporate Coach
(CCC)**

Train the Trainer

**For more
information call**

969-8827

or

866-827-8448

**Six Month Coaching
Series Topics**

January 2009

What is coaching and how did it
get started, particularly within
companies?

February 2009

Using a Coach Approach

March 2009:

Barriers to Coaching

century is calling on us to make some drastic changes in how we deal with each other and reach for goals. It calls upon integrity, transparency and hard work in entirely new ways with many left scratching their heads.

I meet person after person who is fed up with how things are routinely handled in their workplaces and, with simple tools and skill development, they turn their entire experience around in ways even they could not imagine possible. The frustration felt at work is often times a simple lack of crucial information that isn't taught in our school systems yet is invaluable to our success at work, and in life.

Using a coach approach means that we too are taking accountability and having the courage to look at ourselves and strive for our own leadership capacity so that we can role model as well as empower. It means that we are working toward our own emotional intelligence as well as encouraging this development in others. People become aware of the attitudes they bring to work and the energy with which they move through the day and how this will impact the outcomes they are trying to achieve. A coach approach means that you are supporting rather than fixing. That you have developed the skills and the confidence to help others resolve their own issues rather than drop them on your lap. A student in one of my Coach Training Programs brought a beautiful example of this to class one day. She was reading an article called "Learn how to be a great monkey manager" by Wayne Parker. In this article, she explained, they viewed the problems people bring to their managers as monkeys. When an individual brings the monkey to you, it is because they don't know what to do with it. Within a leadership role, you may find yourself with an "office full of other people's monkeys". The coach approach actually allows you to help people learn (or figure out) how to "take care of their own monkeys". This empowers them to feel good

April 2009:

How to Select A Coach

May 2009:

What is Coach Training and
what are the Options

June 2009:

What to Expect from an External
Coach

July 2009:

Creating a Culture of
Engagement and Innovation

HAPPY

VALENTINES

DAY



about having resolved their own dilemmas but also enjoy the joy the monkey can bring to their lives (sometimes the best experiences or greatest learning can come from facing a challenge and resolving it rather than give it to another to fix)! When everyone learns to care for their own monkeys, you are free to focus on the other aspects of your job (or care for your own monkeys). Without the coach approach, you may never get to do anything besides care for everyone else's monkeys (and we know how exhausting that can be not to mention what a mess too many monkeys in one office can bring)!

Register today for our half day workshop on "Using a coach approach". You may also be interested in our full "coach approach training" or "coaching certification programs". Any of these will help you to learn simple and very effective coaching skills that have maximum impact and very positive returns. Empower yourself with the confidence to take on anything with success!

For information on our coach approach training or coaching certification programs, please go to <http://www.taoe.ca/> "Events" button or call us at 969-8827/1-866-827-8448.

Questions and comments are always welcome!

Have an EXCELLENCE month!

Sylvie Gervais-Leduc

www.taoe.ca mail to: info@artofexcellence.net
(705) 969-8827 or 1-866-827-8448

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The Art of Excellence

Upcoming Events !

List of Public Workshops for 2009

Register:

online under events
at www.taoe.ca

or

call 969-8827

or

email info.taoe.ca

Watch for our flyer giving the details

Intro to Using the Coach Approach 1/2 day workshop February 25, 2009 at Bryston's on the Park

Customer Service Full day workshop - April 22, 2009

Being Your Best Self as a Leader (using DiSC) 1/2 day workshop - May 13, 2009

Vision and Goals 1/2 day workshop - October 21, 2009

Leader's Code of Excellence Full day workshop - Nov 18, 2009