

High Yield Leadership Behaviours

Session One (2 hours)

- Building relationships and trust
- The coaching context
 - You don't need all the answers you just need the right questions
 - Some building blocks to effective coaching
 - The ladder of inference
 - Three perceptual positions
 - Active listening
 - Basic coaching

Session Two (2 hours)

- Types of feedback
- Giving feedback and building a culture of feedback
- Tackling difficult conversations

Session Three (2 hours)

- Tackling difficult conversations continued
- Building consistency of practice
- Deep collaboration
- Evaluation and wrap up