

**MANAGEMENT AND COACHING DEVELOPMENT**

*Developing Leadership Excellence*

**Management Development**

Whether you are new to management or an experienced leader, we help you develop and fine-tune the skills necessary to lead your team more effectively. Through an in-depth understanding of the factors that contribute to effective employee performance, managers will hone their leadership skills to motivate and coach their team to greater productivity.

Each management development program is customized to the client’s specific needs, and may include some or all of the followings elements:

- Transitioning successfully to supervising and managing former peers
- Developing Leadership excellence and the skills needed for success as a manager
- Communicating effectively for maximum understanding
- Delegating effectively to improve team productivity
- Using “Behavioral Interviewing” to hire the right people
- Implementing “High Impact Positive Coaching” to enhance skills and results
- Boosting motivation and morale for exceptional performance
- Instilling and maintaining a positive attitude
- Diagnosing the true cause of problem behavior
- Dealing with confrontation and conflict
- Handling the constant complainers and negative influencers
- Knowing when and how to use effective disciplining to effect change
- Transitioning out of the team when necessary

**Coaching Development**

Our coaching development program for managers and supervisors utilizes an evaluation and prescriptive assessment tool designed to help coaches:

- Understand how they rank on the factors that determine the effectiveness of their coaching.
- Develop specific strategies to improve their effectiveness in coaching, and improve the results derived from that increased effectiveness.

What differentiates our coaching development program is that:

- The program focuses not just on the actual skills needed to coach effectively, but also on enhancing a manager’s credibility to coach, their desire to coach, and their capacity to coach.
- Unlike most programs, we actually quantitatively measure the results of increasing coaching effectiveness, and hence are able to show the exact Return on Investment of the program.

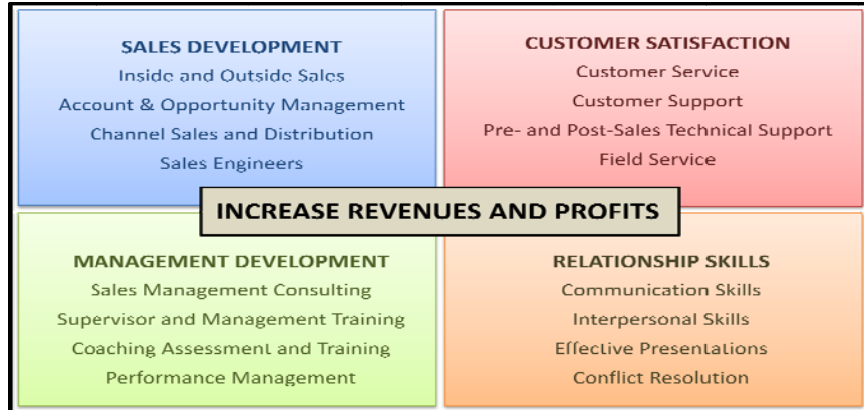
## Program Delivery

The Delaine difference lies not just in the content of the training itself, but rather the overall program implementation. The most effective way to produce behavioural change by means of skills development is through an integrated program that includes: customized content, individual on-the-job coaching, skills reinforcement, and skills sustainment activities.

Depending on your requirements and situation, our services are delivered through a variety and combination of methods:

- Highly interactive instructor-led in-person training
- Live on-line training, delivered via virtual immersive e-classrooms
- Webinars and teleconferences
- Blended learning
- On-the-Job coaching
- Consulting

Contact us to discuss your needs and how we can help you develop leadership excellence.



## DELAINE CONSULTING INC.

Turning potential into profit

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