Leadscape Learning Program Overview

Navigational Conversations	Feedback Conversations	Influential Conversations
Also known as Navigational Coaching		
Navigational Conversations	**Feedback Conversations**	**Influential Conversations**
Two-day program	One-day program	One-day program
What is the program focus?		
Strategic coaching skills for leaders who want to take a coach-approach when working with others.	Exploring the full range of feedback conversations, including those with a positive, corrective and developmental focus.	Learning how to be more influential in leadership interactions – with or without positional authority.
What do participants learn?		
- The key principles that define successful coaching interactions. - The difference between the problem-solving mindset and the navigational coaching mindset. - When and where to apply a coach approach. - A tested and proven 5-step coaching model. - Fundamental coaching skills, including: - The Art of Conscious Listening - The Art of the Question - The Art of Telling - How to provide effective positive, corrective, and developmental feedback. - How to benchmark current coaching ability and assess progress.	- The secret element that multiplies the power of positive feedback. - The unique approach that makes corrective feedback easier to hear. - How to structure a feedback conversation to minimize resistance and maximize buy-in - How to use feedback as a doorway to a coaching conversation. - How to handle defensive reactions. - How to receive difficult feedback.	- How to map networks of influence and identify key points of leverage. - Four approaches to initiating change in others. - The key to the influential mindset. - Five major principles of influential conversations and the strategies that support them. - A structure for conducting an influential conversation. - The role of likeability in influence and how to be more likeable. - How to plan an influential conversation.

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Who is the target audience?		
• Leaders in all industries (executive to front line) • Human resources and training professionals • Project and team leaders • Anyone interested in enhancing their ability to develop others through effective coaching The material is suitable for both senior leaders and individuals assuming a leadership role for the first time.	• Leaders at all levels • Human resources and training professionals • Project and team leaders • Anyone who works with people and who wants to improve their skills at providing constructive feedback The material is suitable for both senior leaders and individuals assuming a leadership role for the first time.	• Those who want to develop the fine art of influence, with or without positional authority • Organizational leaders interested in becoming more influential in their daily interactions with their team The material is suitable for both senior leaders and individuals assuming a leadership role for the first time.
Why do you need this program?		
• Many of your managers are doing too much hands-on work themselves • There is untapped potential in your workplace and you want to harness that potential • You need a fast, simple and practical way to help managers make the shift from problem solving to leading	• Your organization has an urgent need for more feedback: feedback that recognizes excellence, builds on potential, and addresses lack of performance.	• Leaders in your organization want to have greater influence with clients, colleagues, subordinates, and senior management • You live in a world of cross-functional teams and "flat" power structures where influence is critical to achieving goals • Your organization is going through a significant change and you want everyone on board with the new direction
What does the program include?		
• Pre-work assignment • Participant journal • Video examples • Three job aids • Conversation planner	• Pre-work assignment • Participant journal • Video examples • Feedback model job aid • Conversation planner	• Pre-work assignment • Participant journal • Principles of influence job aid • Conversation planner
How is the program delivered?		
Train-the-Trainer: • available to internal and external practitioners • self-paced blended learning or internal customized programs Customization: • co-branding of your company logo on all printed materials • full customization also available	Train-the-Trainer: • available to internal and external practitioners • self-paced blended learning or internal customized programs Customization: • co-branding of your company logo on all printed materials • full customization also available	Train-the-Trainer: • available to internal and external practitioners • self-paced blended learning or internal customized programs Customization: • co-branding of your company logo on all printed materials • full customization also available