

Coaching for Challenging Conversations

Eliminate conflict rather than delaying or avoiding challenging conversations

 2 DAYS IN TORONTO

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and you have higher aspirations.
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when you are.



Smith School of Business is renowned for excellence, innovation and leadership in business education. From establishing the first undergraduate business degree a century ago, to founding the first university-level Executive Education Centre in the Canadian market, Smith School of Business is at the forefront of preparing participants and students for the marketplace.

SMITH SCHOOL OF BUSINESS BY THE NUMBERS

3,200

STUDENTS
ANNUALLY

26,000+

ALUMNI ACROSS
THE GLOBE

120

AWARD-WINNING
FACULTY AND
PROFESSORS

8,000

APPLICATIONS RECEIVED
ANNUALLY FOR **500**
SEATS IN CANADA'S
MOST PRESTIGIOUS
UNDERGRAD PROGRAM

15

GRADUATE
PROGRAMS
AND ONE PHD
PROGRAM

120+

PARTNERSHIPS
WITH INTERNATIONAL
BUSINESS SCHOOLS

Coaching for Challenging Conversations

As a leader and an effective coach, challenging conversations are unavoidable in life and in business.

The complexity of human interactions can make a coaching conversation difficult to have, especially when high emotions are involved. The Coaching for Challenging Conversations program helps participants harness the positive aspects of conflict while keeping their emotions under control.

Of all the situations we face as a coach, conducting a challenging conversation with a coachee is among the most uncomfortable. And yet, when handled effectively, these moments of truth can deliver the biggest performance improvements, deepen the relationship with the coachee, and become a growth experience for both coach and coachee. This program provides a practical map for conducting challenging conversations and will teach strategies for managing your emotions when things get heated — drawn from experience in the world of Sport Psychology.

Learning Objectives / Key Takeaways

In this program you will learn to:

- **Tackle Challenging Conversations** - Develop the confidence to eliminate conflict rather than delaying or avoiding challenging conversations
- **Grow and Excel** - Understand that challenging conversations are necessary for the growth of committed and hard-working people
- **Keep your emotions under control** - Engage in challenging conversations and listen objectively to others
- **Acquire self awareness** - Develop the self-management skills that are necessary to stay cool, calm and focused throughout the conversation



This program is designed for three main groups:

- Managers who want to further improve their coaching ability
- Leaders who want to challenge people in a way that builds trust and confidence
- People working in teams who need to positively resolve differences with others



The program covers the following curriculum

- Review of the coaching model and how confrontation fits within this style of managing
- Self-assessment (Thomas-Kilman Conflict Management Instrument) to determine personal tendencies in conflict situations
- Preparing oneself to be self-assured
- Managing yourself “in the moment” during a challenging conversation
- Preparing an opening for a challenging conversation that reduces negative reaction
- Common roadblocks to successful outcomes and how to avoid them
- Four key communication skills that create an honest, safe environment
- Structuring and directing the conversation to a successful outcome
- “Putting it together” – Prepare, deliver and receive coaching on an impending difficult conversation

Location

SmithToronto is located at 200 Front Street West and is in the heart of Toronto's downtown financial district. This location provides an immersive, in-person environment for participants to learn and network.

Pricing

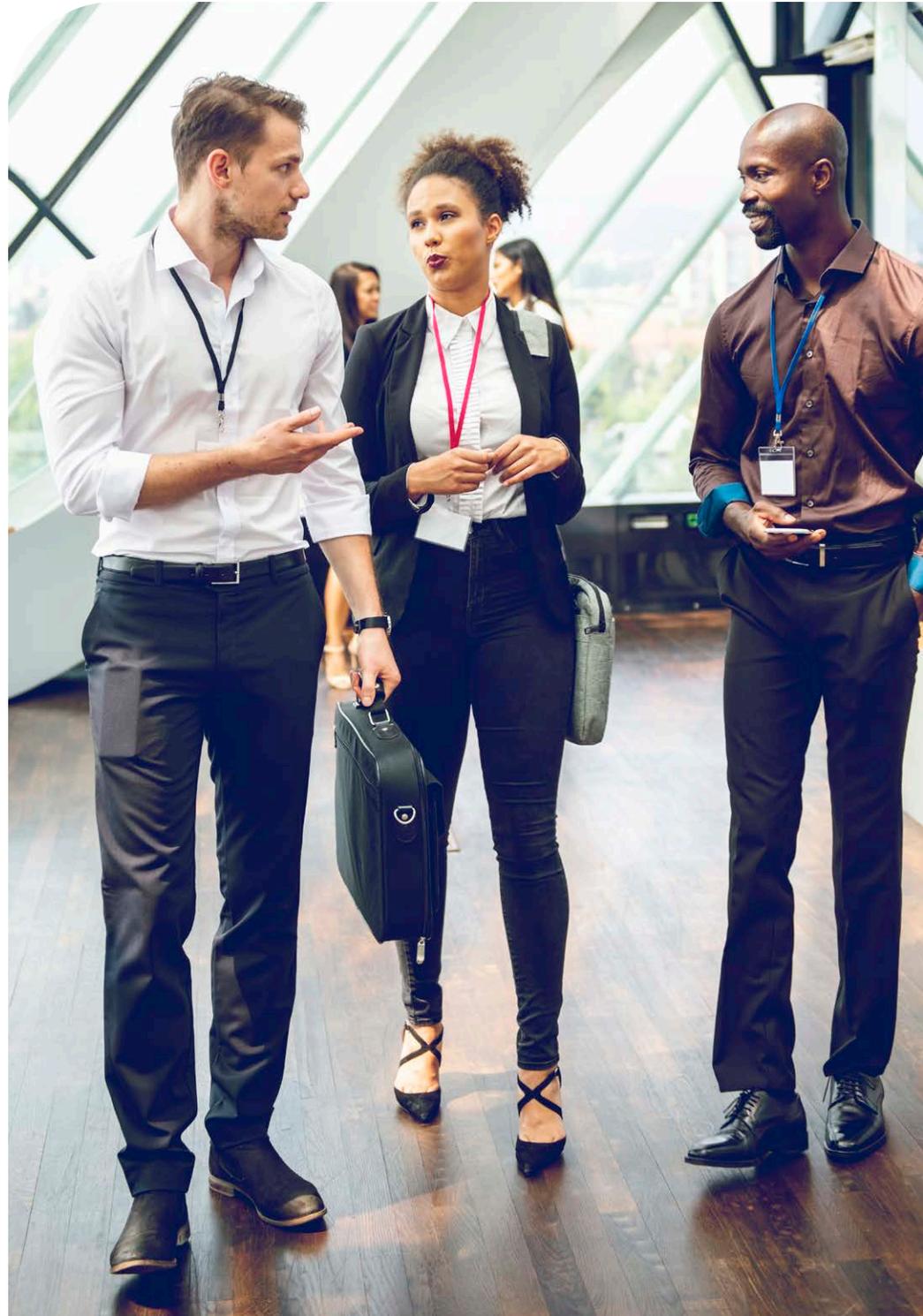
\$3,300 *plus HST*

This fee includes a continental breakfast, lunch, and snacks each day, all programming materials, and post-program support.



A Recognized Symbol of Excellence

Participants who complete the program earn the Coaching for Challenging Conversations digital badge credential.



Personal Benefits

- Improve your interpersonal communication skills
- Become a more courageous manager who is willing to constructively challenge others to excel

Organizational Benefits

- Productive engaged employees - there is a high correlation between one's ability to handle conflict and productivity
- Increased energy and morale, enabling strong relationships and employee satisfaction
- A healthier, more positive work environment

SmithToronto

WORLD-CLASS LEARNING

SmithToronto is located on the 30th floor, 200 Front Street West in the heart of Canada's financial centre and is easily accessible by GO, subway and the PATH system.

Smith School of Business delivers many programs and classes at SmithToronto and it is home to the Master of Finance, Master of Management Analytics, and Master of Management in Artificial Intelligence programs. The site includes classrooms, meeting rooms, staff offices, special events spaces, and a variety of multi-media presentation systems.

As well, it includes three Boardroom Learning Centres with fully interactive videoconference capabilities. These rooms are used to deliver classes for Smith's Executive and Accelerated MBA programs.



Session Leaders



Karyn Garossino

*Instructor, Queen's Executive Education
and Trainer, Third Factor*

An exceptional workshop facilitator and trainer, Karyn has considerable experience in coaching for challenging situations. Her resilience, poise and skill under pressure were built from the ground up, as her experience as a national level coach, executive coach and now trainer, focuses on application – helping others deal with challenges that require skill and poise under pressure while still getting results.



Garry Watanabe

*Instructor, Queen's Executive Education
and Principal Trainer and Sports Lead, Third Factor*

Garry is a lawyer, an instructor at Queen's Smith School of Business, an inspirational speaker, and holds a Masters Degree in Sport Psychology. Most of all, whether he's on the pool deck, in the classroom, or at the lectern, Garry is the consummate coach.



Session leaders are subject to change.



QUEEN'S EXECUTIVE EDUCATION BY THE NUMBERS

37,000+

ALUMNI OF OUR EXECUTIVE
EDUCATION PROGRAMS

95%

OF PARTICIPANTS WOULD
RECOMMEND TO A
COLLEAGUE OR FRIEND

7,000+

ORGANIZATIONS HAVE SENT
MANAGERS AND EXECUTIVES
TO OUR PROGRAMS

70+

COUNTRIES FROM WHICH
MANAGERS AND EXECUTIVES HAVE
PARTICIPATED IN OUR PROGRAMS

Queen's Executive Education

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Smith School of Business is an Employer Partner
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Information in this brochure is accurate at time of publication.

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