



November 23rd, 2018
Victoria, B.C.
Oak Bay Beach Hotel

LEADER AS COACH: CONVERSATIONS FOR PERSONAL & SYSTEM GROWTH

Whether you are interested in adapting your leadership style to a coaching approach, or are looking at identifying techniques to support effective team collaboration and excellence—**Leader as Coach: Conversations for Personal & System Growth** is designed to help current and emerging Medical Leaders enhance their coaching skills and techniques.

Coaching is a process to support self-discovery, change and action. Coaching is a forward looking conversation driven by the agenda of the person being coached. Simply put, **coaching supports others to get things done**. When you are coaching someone, you are working from the assumption that they are creative, resourceful and competent. They are not a problem to be fixed, rather a person with the natural ability to **resolve challenges** they face.

Breakfast 8:30 – 9:00
Workshop 9:00 – 4:30
Networking Social 4:30 – 6:00

Healthcare leaders need many tools in their toolkit to help navigate within a complex system. Coach, mentor, teacher and consultant are some of the many hats today’s leaders must wear. Physician coaching strategies have been shown to **improve patient experience**, emotional intelligence competence, and are being advocated to improve complex inpatient and surgical outcomes.

WORKSHOP OBJECTIVES*

After this session participants will be able to:

- Describe **coaching skills** for Medical Leaders
- Differentiate **coaching** from mentorship and determine when to use each appropriately
- Identify appropriate opportunities to **utilize coaching techniques, strategies and conversations**
- Demonstrate knowledge of practice in **coaching competencies**
- Formulate techniques to **support a collaborative work environment** based on commitment and accountability towards others
- Identify and **integrate opportunities** for formal training in coaching techniques

*Detailed agenda will be shared closer to the date.

REGISTRATION DETAILS

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**Medical Staff
Engagement &
Development**



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AGENDA

November 23rd, 2018
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8:30 am **Breakfast**

9:00 am **Welcome & Introductions**
Kathy MacNeil | President & CEO
Dr. Malcolm Ogborn | EMD

9:15 am **The True Meaning of Coaching**
Dr. Malcolm Ogborn

"Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential."

- Recognize the distinction between coaching, mentoring and teaching
- List coaching competencies as elements of a coach like conversation
- Identify the wide variety of contexts in which coach like conversations are helpful

11:00 am **Skill session 1 - Listening**
Marty Rosen | Organizational Development

"Most people do not listen with the intent to understand; they listen with the intent to reply."

- Summarize the neurobiology of listening
- Review the concept of listening maps
- Apply the concept of levels of listening

12:45 pm **Skill Session 2 – The Art of the Question**
Dr. Malcolm Ogborn

"Curiosity is the process of asking questions, genuine questions, that are not leading to an ask for something in return."

- Recognize how to express curiosity to keep a conversation going
- Identify powerful questions that achieve insight rather than give direction
- Compare different types of questions that may promote or inhibit coach like conversations

1:45 pm **Skill Session 3 – Getting Commitment, Creating Accountability**
Marty Rosen

"Without forward movement and taking action, it isn't coaching. It's just an interesting conversation"

- Distinguish between commitment and accountability of the coach vs the person being coached
- Recognize the cues that commitment and accountability have been achieved

2:45 pm **Practicum experience**
Organizational Development & Enhanced Medical Staff Support teams
• Practice and appraise the skills covered in the previous sessions in a peer to peer model

4:15 pm **Closing comments**
Dr. Malcolm Ogborn
Marty Rosen

- Schedule a future opportunity to reinforce skills for coach like conversations.

4:30 pm **Networking Social**

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