

HOW TO REGISTER

To register for this course, or for more information, please contact Joyce White at whitej2@upmc.edu or 412-647-9470.

You must register by April 21, 2015.

COST

The total cost of the course is \$450 per person.

Register today!

Availability is limited for this course.

Course Description

Developing Engaged and Creative Employees: Coaching Skills for Leaders draws on *LifeSolutions'* experience in managerial and work performance consultation, incorporating principles from positive psychology, resilience studies, and adult learning principals, mindfulness meditation and systems theory. Each of the six four-hour modules includes interactive experiences to stimulate discussion, such as scenarios, role play, partner exercises, videos, and podcasts. Participants will be asked to apply skills and concepts between sessions with their direct reports.

Course Topics by Module

Session 1 – The Coaching Model (April 28, 2015)

Session 2 – Communication for Coaching (May 5, 2015)

Session 3 – Sustaining Coaching Through Individual and Organizational Change (May 12, 2015)

Session 4 – Renewal and Resilience (May 19, 2015)

Session 5 – Creativity in Coaching (May 26, 2015)

Session 6 – Pulling It All Together (June 2, 2015)

Participants will receive a course guide and take self-assessments before and after the class. The assessments will measure the acquisition of skills needed to create and sustain effective, productive relationships with employees.

Instructors

Annette Kolski-Andreaco is the Senior Manager for Account Services. She oversees account management and organizational consultation and coordinates training for *LifeSolutions'* customers, drawing on more than 25 years of experience in senior leadership, and research in executive leadership, organizational consultation, family systems theory and therapy, coaching, and social intelligence. Annette holds master's degrees in social work and urban and regional planning from the University of Pittsburgh.

Thomas S. Koloc is a Senior Account Manager who manages municipal and educational customers at *LifeSolutions*, bringing more than 18 years of experience in the employee assistance field and extensive expertise in corporate training, critical incident response, and management consultation. Thomas holds a bachelor's degree in sociology from Bucknell University and a master's degree in education in cross-cultural counseling from the University of Pittsburgh.

Debra Messer is a Senior Account Manager and Workplace Civility Consultant who lends her expertise in civility, employee morale and engagement, and mindfulness to the *LifeSolutions* Account Management team. She has more than 20 years of experience in the fields of employee assistance and training and development, with a focus on empowering managers to retain, engage, and motivate employees. Deb has been a mindfulness meditation practitioner for over 16 years and is currently an active member of the Pittsburgh Shambhala Meditation Center where she serves as a training coordinator and meditation guide.

Karen L. Merrick leads the *LifeSolutions* Account Management team tasked with promoting EAP services to all UPMC hospitals and business units. She has more than 21 years of experience providing clinical counseling services and account management in the employee assistance field, with management consultation and training expertise in developing relationships, promoting resilience, and managing organizational change. She holds a master's degree in social work from the University of Pittsburgh.

Susan Young is a Senior Account Manager who manages customer organizations in the Erie region. Susan attained her master's degree from Gannon University, is a Licensed Professional Counselor and a Certified Employee Assistance Professional (CEAP). Susan provides consultation and builds strategies with organizational leadership in the areas of conflict resolutions, employee engagement and resilience building.

Who Should Register

Ideal participants are managers with two to three years of management experience who are progressing in their careers, demonstrate a commitment to educational and professional training experiences, and are considered high-potential individuals by their leaders.

Substitutions and Cancellations: Substitutes and cancellations will be accepted only if we are notified in writing two weeks prior to the start of the course. No refunds will be given thereafter. A handling fee of \$60 is deducted for cancellations. Please allow six weeks for processing refunds. You are welcome to fax or email your intent to withdraw. Our fax number is 412-647-9484 and email is whitej2@upmc.edu.