



#3: Leading Through Coaching

High-performing leaders develop the skills and emotional intelligence to coach others effectively. This involves developing a relationship, as well as giving support and providing challenging opportunities for the employee's growth. Knowing how and when to coach is an essential leadership quality that can benefit both you and your organization. Good coaches are seen as role models and therefore need to understand those things that cause them to have frustration, negative self-talk, and, in turn, keep them from channeling their emotions productively. Knowing yourself will help you to be more effective as a leader and a coach resulting in the ability to effectively develop others.

What you'll learn

- Understand how coaching can be used to develop your team.
- Develop the coaching and mentoring skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.
- Learn how to use assertive communication to express your needs and feelings appropriately.
- Explore how to use emotional intelligence to bounce back from setbacks.

The day's schedule

- Registration and continental breakfast at 8:30 a.m.
- Training begins at 9 a.m. and concludes by 3:30 p.m.
- Lunch and afternoon refreshments are provided

This one-day program is included in a three-part training certification series; participants may enroll in classes at whatever interval and in the order that works best for them.

About the instructor



Sue Roettger is an experienced leader, instructor, and business professional. She earned a Bachelor of Science degree in Psychology and Biology from the University of Wisconsin-River Falls and also holds a Master's Degree in the field of Marriage and Family Therapy from Northern Illinois University. Sue worked for 12 years at Mid-States Aluminum in Fond du Lac, including as Vice President of Human Resources. Previously, she was Human Resources Manager for Kohler Company. Before her career in human resources, Sue worked for more than a decade in mental health roles doing crisis intervention, working with homeless moms and their kids, and working with runaways and their families.

Training Location

The Lodge At Mauston
104 Lodge Lane, Mauston
Phone: (608) 747-2200

A room block has been reserved for the seminar. Please reference the MEUW Training Program and reserve no later than November 15 to receive the special rate.

Register online at
meuw.org

Deadline: December 1
\$295 for MEUW members

Cancellations are subject to MEUW Policy.



MEUW's Leadership Certificate Program addresses three critical skills — collaboration, consistency, and coaching — essential to leaders' success in a municipal utility setting. Training focuses on new, emerging, and seasoned crew leaders, supervisors, and managers, who will take away new skills and ideas they can immediately put to use. Courses are designed to facilitate networking and foster peer learning and support.