



Coaching Essentials Online Course

Nov. 5, 12, 19, and 26, 2025
(10:00 – 11:30 a.m. PST)

In the Coaching Essentials Online Course, you will learn how to apply coaching techniques such as active listening, paraphrasing, and powerful questioning to real-life scenarios to heighten your learning. Increase engagement, innovation, and develop inclusive coaching strategies in this exciting new course. Learn how to apply coaching in the local government context, such as in performance and development conversations, and to create a meaningful, inclusive, and engaging culture. This course will provide you with essential coaching skills to help navigate complex situations, manage conflict, and facilitate constructive dialogue.

Course Format: This online series includes four x 90-minute live webinars, including one webinar to practice, apply, and reflect on utilizing coaching techniques. Attend webinars, complete self-paced activities, and review additional resource material to sustain learning.

- **October 29** Pre-work available on Moodle
- **November 5** First webinar and assignment – Coaching Approach
- **November 12** Second webinar and assignment – Coaching Techniques
- **November 19** Third webinar and assignment – Coaching in Action
- **November 26** Fourth webinar and assignment – Coaching Through Conflict

Cost: \$940 + GST LGMA member and \$1078 + GST Non-member

Registration & Cancellation:

[Register online](#) by **October 22, 2025, by 4:30 p.m.** Registration is limited to local government professionals. No refunds will be provided after October 22, 2025.

Instructors: Kathy Andrews and Molly McGuire, Cinga Leadership & Learning

Digital Release:

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Course Outline

Webinar 1: Coaching Approach (90 minutes, pre- and post-work: 30 – 45 minutes)

The role of the supervisor is to get work done through others and coaching is an essential skill to achieve this. Participants will define and describe the benefits of coaching, recognize the importance of coaching conversations in being more inclusive leaders, and learn when to apply coaching techniques in the local government context. In this webinar, participants will:

- Articulate what coaching is and isn't – the purpose, principles, and benefits of coaching
- Describe the coaching mindset
- Recognize the importance of coaching conversation versus when to provide guidance or feedback
- Describe how to use a coach approach in performance and development conversations to support increased engagement and career development, as well as through identification of better ways to support staff from equity deserving groups in the workplace
- Recognize how a coach approach is helpful to conflict resolution, and coachee-driven problem-solving
- Identify how coaching can be used to lead inclusively and support diverse internal and external partners

Webinar 2: Coaching Techniques (90 minutes, pre- and post-work: 30 – 45 minutes)

As a supervisor, learn techniques to become a more active listener and create powerful questions to encourage action. In this webinar, participants will:

- Apply a powerful coaching framework to support effective coaching conversations
- Recognize active listening, powerful questions, paraphrasing, and coachee actions to engage and strengthen relationships
- Create an environment conducive to coachee-driven problem-solving
- Encourage coachees to reflect and take ownership of their development, decisions, and actions
- Establish clear expectations, mutually agreed-upon goals, and implement regular feedback mechanisms to track progress

Webinar 3: Coaching In Action (90 minutes, pre- and post-work: 30 – 45 minutes)

Apply coaching strategies and techniques to practice coaching in real-life situations to foster and develop coachee-generated solutions and hold others accountable. Participants must review the identified pre-work to allow for a robust, interactive discussion and application of skills. In this webinar, participants will:

- Practice active listening and powerful questioning
- Utilize paraphrasing to build trust and clarify understanding
- Practice conducting cohesive coaching conversations that establish clear coachee actions, timelines, and accountabilities

Webinar 4: Coaching Through Conflict (90 minutes, pre- and post-work: 30 – 45 minutes)

Participants will learn how to leverage conflict to generate productive solutions and enhance their relationships. Learn about conflict resolution and how to apply coaching techniques for effective and collaborative resolution. In this webinar, participants will:

- Explain the characteristics of healthy conflict resolution techniques and coaching skills
- Identify effective conflict resolution approaches based on context
- Apply various coaching techniques to facilitate effective and collaborative resolution of conflicts
- Identify concrete steps to implement coaching strategies in real-world scenarios
- Create a detailed plan outlining specific coaching objectives and goals
- Identify feedback and progress tracking mechanisms you will utilize to track progress

INSTRUCTORS



Kathy Andrews
Managing Director, Cinga Leadership & Learning

Kathy is an accomplished organizational development and leadership consultant with over 20 years of experience in private, public and non-profit sectors. Kathy works with individuals, teams and organizations to align business strategy and culture, through the design and delivery of high-impact people programs.

Kathy has developed and implemented integrated leadership curricula that include executive assessments, coaching and progressive learning models. She has guided numerous successful organization design and change initiatives and has held senior human resources positions at several global organizations including in the US, Canada, Europe, South America, Trinidad, New Zealand and Egypt.

She holds a Master of Arts Degree in Leadership from Royal Roads University, a Bachelor of Social Science Degree from Rhodes University in South Africa, and a Provincial Instructors Diploma program from Vancouver Community College. She is a proud member of HRMA and the BC Organization Development Network.



Cara McColman, MSc (she/her)
Senior Learning Partner, Cinga Leadership & Learning

Cara brings over 20 years of experience in leadership development and corporate learning to her role as Senior Learning Partner at Cinga. Her career has spanned Canada, Japan, and the UAE, where she has designed and implemented successful training programs, eLearning initiatives, and learning solutions across public, private, and non-profit sectors. She has also facilitated a wide variety of courses across leadership, communication, culture, technical training, and team development.

With a Master of Science (MSc) in HR Management and Training, Cara specializes in instructional design, facilitation, eLearning development, and adult learning. She has worked across diverse industries including government, emergency communications, police, transportation, hospitality, tech, marketing, and aviation—always with a focus on creating programs that drive measurable results. A learning data specialist, she is passionate about demonstrating training ROI and ensuring learning directly supports business outcomes.

Cara is also a Wiley Certified Partner and authorized facilitator of Everything DiSC® and The Five Behaviors of a Cohesive Team®. Whether leading leadership workshops, designing blended learning strategies, or delivering engaging in-person and digital training, she brings both content mastery and a deep commitment to effective learning experiences.