



# Coaching Essentials Online Course

October 7, 14, 21, and 28, 2026  
(10:00 – 11:30 a.m. PDT)

Do you want to increase engagement, foster innovation, and build inclusive strategies while applying coaching techniques? In this online course, you will strengthen your coaching skills to lead with confidence, support effective performance conversations, empower staff to find their own solutions, and encourage constructive dialogue.

**Format:** This online series is made up of four x 90-minute webinars, including time to practice coaching techniques such as active listening, paraphrasing, and powerful questioning. Attend webinars, complete self-paced activities for review and instructor feedback, and access resource materials to sustain learning.

- **September 30** Pre-work available on Moodle
- **October 7** First webinar and assignment
- **October 14** Second webinar and assignment
- **October 21** Third webinar and assignment
- **October 28** Fourth webinar and assignment

**Cost:** \$1,034 + GST LGMA member and \$1,185.80 + GST Non-member

**Registration & Cancellation:** [Register online](#) by **September 23, 2026**. Registration is limited to local and First Nation government professionals. No refunds will be provided after **September 23, 2026**.

**Instructors:** Kathy Andrews and Cara McColman, 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 providing 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 the 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, develop 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 enable 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.