



The McQuaig System™ Certification Program Level 2

10 POINTS

LEARNING OUTCOMES:

Participants will gain an understanding of how to use The McQuaig System™ tools, particularly the Word Survey® and Self-Development Survey® to increase employee retention and engagement. They will learn processes to coach, provide feedback, optimize team formation, and encourage an empowering work environment.

AGENDA

Introduction: In today's economic environment, we need to be in a "keeping" mode with employees and create an Engagement Strategy. Turning the "Golden Rule" into the "Platinum Rule": do unto others as they would do unto themselves.

Workshop:

Review of the 4 Key Behaviour Scales measured by The McQuaig System™:

- ▶ Dominant ↔ Accepting
- ▶ Sociable ↔ Analytical
- ▶ Relaxed ↔ Driving
- ▶ Compliant ↔ Independent

Coaching

- ▶ Guidelines and ground rules associated with powerful coaching
- ▶ Factors influencing feedback effectiveness
- ▶ Coaching recommendations per profile type
- ▶ Template: Providing Positive Feedback
- ▶ Templates: Providing Corrective Feedback
- ▶ Outline of a Coaching Conversation

Building Effective Teams

- ▶ Leveraging profiles for team composition
- ▶ Harnessing team strengths and anticipating breakdowns
- ▶ Action planning to increase trust and execution

Self-Development

- ▶ Shift from employer-driven activity to employee-owned process
- ▶ Making the most of your strengths and understanding your development areas
- ▶ Designing conversations to gain manager/coach endorsement and support.

For McQuaig Certified Interpreters who would like to attend Day 2 only, the fee is \$395 plus GST