

THE OSBORNE OBSERVER

October 2016

Coaching for Performance - Increasing Leadership when the Stakes are High

Coaching, we have heard that word many times. There are many descriptions, beliefs, and biases about what coaching is. We hear the word "coaching" to be used to support excellence in sport, and in the workplace we hear leaders "coach" employees by providing constructive performance feedback, giving directive advice, and helping professionals and leaders to be their best. The definition and utilization of coaching is broadly interpreted, but ultimately it is best used to optimize performance and develop strategies to build and sustain effectiveness.

To read the remainder of the article, [click here](#).

Do We Have a Leadership Problem?

Whether you work in business, government or the not-for-profit/social enterprise sector, you are dealing with the issues arising from our fast-changing, interconnected world. And, you no doubt hear about, or have a lot to say about the need for more effective leadership.

If you are a manager you may feel you are expected to be politically savvy, bold, empathetic, agile, flexible, firm, empowering of others, and above all authentic!

Most would not argue with the need for articulated leader characteristics and leader development. But the folks at The Center for Creative Leadership (CCL) also propose, we step back and take a different approach.

To read the remainder of the article, [click here](#).

Featured OIM Principals



An initiator and driver of change, [Stephen Kendall](#) ensures that operations planning is a visible, participatory process leading to measurable results in cost control and product quality. He has experience in raw material supply, cold chain logistics, manufacturing, capital projects, quality assurance and labour relations.



[Iain Drummond](#) is a highly experienced IT executive with an extensive background as CEO of both public and private companies. He is well-versed in all aspects of management, including running international operations for a large multinational computer manufacturer.

To learn more about other members of the OIM team, [click here](#).

Featured OBA Advisors



[Bruce McGregor](#) has over 20 years of experience in retail management, excelling in business planning, strategy development and process improvement. He is a leader with strong business acumen and well-developed analytical skills that transform into powerful operational business planning focused on people.



A long-established career in advertising has provided [Robin Albright](#) with a wealth of experience, providing advertising agencies, design studios, printers and a diverse range of his own clients with creative solutions in brand/re-brand development, advertising and promotion.

To learn more about other members of the OBA team, [click here](#).



Congratulations!

Two Osborne clients have been named finalists for the 2016 Small Business Week Awards in Calgary.

[Meticulon](#) has been named in the Community Impact category and [PK Sound](#) in the People's Choice and Customer Service category.

Award winners will be announced at a gala hosted by the Calgary Chamber of Commerce on Thursday, October 20th.

Case Study

A succession plan required someone other than the father to mentor his two sons to take over the agri-services retail business. [Read More](#)

Affiliate's Corner

Below are some blog posts from our Toronto partner, The Osborne Group:

[Just How Firm Does the Handshake Need to be?](#)

[Interim Leadership - More Gain, Less Pain](#)

[The Gift of Experience in the Board Room](#)

Reading Corner

[To Create Great Customer Experiences, Do This](#)

[How to Retain Great Employees? Make Sure They Know Their Purpose](#)

[How to Give Negative Feedback Over Email](#)

Newsletter Archives

[Click here](#) to read our previous newsletters.

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