



APER

AU SOUTIEN | SUPPORTING
DES CADRES | MANAGERS

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NEWSLETTER

Evolution of the coaching offer for members

Dear members,

In keeping with our mission to support managers, we would like to inform you of the evolution of our coaching offer for APER members, in order to better respond to the diversity of your realities and needs.

Always in a respectful and confidential approach, the overall offer is designed to provide a space for reflection and perspective so you can grow in your role as a manager.

We therefore have **two coaching models** to offer you, which are detailed below. As you know, **Patrick** has been providing coaching since joining APER. His offer is built on a pragmatic approach, focused on real management situations and the solutions to implement. **Dominique**, newly with APER, offers a developmental approach aimed at strengthening a manager's autonomy: clarifying objectives, structuring reflection, and reinforcing management reflexes to navigate similar situations in the future.

Coaching offered by Patrick Eccles General manager



His support is grounded in an in-depth understanding of how the health and social services network operates, having worked more than 26 years in the network, including over 15 years as a manager in various establishments.

His approach includes both coaching and advisory support, and is particularly relevant for issues related to prioritizing resources, navigating complex organizational environments, or situations requiring a practical clinical, organizational, or financial reading of the field. Unlike a more traditional approach that looks for the “**why**”

Patrick's coaching focuses on the “**how**” in the present, with:

- **SMART goals:** Everything must be measurable. If we can't see a change in the agenda or results within two weeks, we adjust course.
- **Results focus:** Success is measured by direct impact on performance or operational well-being.

Why does it work?

“We don't change the way we think by thinking, we change it by acting.”



**Coaching offered by Dominique Fortier, CRIA
Director of professional services**

Currently working toward her *Associate Certified Coach (ACC)* certification from the *International Coaching Federation (ICF)*, she offers members support grounded both in ICF management coaching principles and in her concrete experience as a manager in human resources management and labour relations over the past 17 years (public network in health/education and private organisation).

Her coaching is based in particular on the principle of asking the **right questions** to help you bring forward your own answers. Through the coaching relationship, she aims to reveal your potential and help you translate it into concrete actions. With a focus on **developing management reflexes**, the objective is not to give you “the” right answer, but to equip you to build it yourself, and to be able to apply it in other situations.

More concretely, Dominique can support you with topics such as:

- asserting your leadership stance in line with your strengths and limits;
- strengthening your relational impact (difficult conversations, collaboration, influence);
- finding a sustainable balance between work, family, and personal life;
- regaining control of your priorities and workload (clarify, arbitrate, say no);
- mobilizing and supporting your teams, or an employee (coaching an employee, team dynamics);
- developing your political skills (reading the context, navigating stakeholders, positioning your messages);
- better understanding organizational dynamics and structuring your strategic thinking.

These themes are indicative, your needs will always guide the process.

How to choose the right fit?

Depending on the nature of your situation, you may be supported by one or the other, or directed to the most relevant resource:

- If your situation involves budgetary or organizational issues, or any type of challenge related to your day-to-day reality, Patrick Eccles’ support may be more appropriate.
- If your process relates more to your managerial posture, leadership, professional relationships, or balance, Dominique Fortier’s support may be a good fit.

In all cases, the objective remains the same: to offer support tailored to your reality and your needs.

Coaching terms and requests

The coaching offer is included in member services, there are no additional fees, no predetermined maximum duration, and no mandatory frequency. Members interested in receiving coaching support are invited to send their request to APER’s email address. A first exploratory meeting will then be scheduled with one of the two coaches to determine which coach best matches your needs.

THE APER TEAM

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