

Coaching for Performance Acceleration

This program is designed to give managers coaching skills and the opportunity to practice them. This session will enable managers to become comfortable giving feedback, set clear performance expectations and coach employees who are star performers as well as those that are challenged performers.

Program Content:

What is a Coach?

- Your Level of Coaching Ability
- Your Coaching Strengths and Weaknesses
- How to Motivate Your People

The Importance of Giving Ongoing Feedback

- Symptoms of Lack of Feedback
- Importance of Feedback
- Every Employee Deserves a Coach

Giving Positive Feedback

- Recognize When Positive Feedback is Necessary
- Identifying Employees Who Need More Positive Feedback
- What to Say When Giving Positive Feedback
- Identify When, Where & How to Give Positive Feedback

Giving Constructive Feedback

- The Importance of Constructive Feedback
- How Constructive Feedback Can Motivate Employees
- What to Say When Giving Constructive Feedback
- Develop a Plan for Improvement With Challenged Performers

Scheduling Regular/Ongoing Feedback Sessions

- The Importance of One-on-One
- Planning This Time to Enhance Your Employee Relationships
- Conducting a One-on-One Meeting

Practice and Planning

- The Day-to-Day Coaching
- The Road to Goal Setting
- Planning Future Coaching Opportunities
- Coaching Case Studies and Practice Time

Rewarding Performance

- Recognizing Others' Contributions
- Celebrating Success
- Individual Goal and Action Planning