

# Coaching For Performance™



## Develop managers into vital coaches to achieve new standards in performance

All too often, managers find it difficult to influence employee development because they:

- Don't know how to deliver feedback
- Don't know when to step in to give feedback
- Don't like delivering negative feedback
- Lack the tools necessary for success

However, providing feedback to develop employees is the job of every manager with direct reports.

A less than optimal coaching approach could hinder, or worse undermine, your goal. Successful management requires good communication. Employees must perceive manager guidance as useful and meaningful; therefore, it is important that managers can confidently deliver feedback that motivates and inspires.

**Coaching for Performance™** is a highly innovative course that focuses on the ability of the leader to coach their employees effectively. Coaching consists of an ongoing cycle of planning, feedback, reviewing, developing and rewarding. Without all five of these elements, managers will not be able to build and sustain a high-performance team.

The **Coaching for Performance** program develops confident managers that can provide timely and effective feedback for employee development which ultimately:

- Drives performance
- Provides clarity and direction on responsibilities
- Increases motivation
- Builds trust and solidifies impressions that management is consistent and fair.



### Description

This training program, designed for managers, emphasizes the importance of their role in employee development and offers tangible, easy to use tools to be a leader who **Coaches for Performance**. By the end of the course, managers will be able to:

- Provide effective, meaningful feedback to employees in order to enhance performance
- Motivate employees to improve
- Use recognition strategies to reward and empower

### Who Should Attend?

Anyone responsible for providing direct feedback to employees regarding their performance development or responsible in aligning consistent behavior with a company's standards and procedures including:

- Managers and supervisors with direct reports
- Divisional managers
- Executives
- Human resource managers
- Managers-in-training

### Learning Objectives

Through this customized training, participants will be able to:

- Define coaching and explain how it contributes to improvements in employee performance.
- Identify the tools and resources used to assist managers in coaching their employees.
- Demonstrate how to use a coaching process to conduct conversations that give employees effective feedback.
- Create action plans with employees to improve performance of specific skills and/or activities.

## Coaching for Performance™

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|---------------------------------|---|
| <b>Introduction</b>             | A welcoming activity will be presented to allow the participants and the Signature facilitator to interact. The mission and objectives of the training session will be presented.   |
| <b>Role of the Leader</b>       | Participants will be presented with engaging exercises to learn the differences between leadership and management and their responsibility as a leader.   |
| <b>Giving Feedback</b>          | Participants will learn a process for delivering effective feedback. Through exploration, participants will discover the benefits of giving feedback, the types of feedback, and the skills one needs to possess in order to give feedback. Participants will then actively engage in the SAR model process of giving feedback to their employees.  |
| <b>Skill Practice Session</b>   | Participants will practice delivering feedback using the SAR model and will receive feedback from other participants and the facilitator.   |
| <b>Introduction</b>             | Participants will engage in an activity to identify what motivates employees to do their jobs. A discussion will take place on effective ways to motivate employees.  |
| <b>The Power of Recognition</b> | Participants will learn the importance of recognition and the key components to effective recognition. Participants will be presented with statistics on the results of recognition and how managers make a difference by recognizing their employees. A discussion on informal vs. honorary recognition will be conducted followed by an activity in which participants must identify what methods of recognition they are currently using, and what new methods of recognition they learned from the class that they can implement immediately. |
| <b>Action Plan</b>              | Participants will be presented with an action plan worksheet that they can use to prepare and present both positive and development feedback to their employees.  |