

Coaching for Performance

Focus:

The Coaching for Performance program provides participants with knowledge and practical skills for coaching other employees to perform better and enjoy their jobs more. The program addresses two important issues that challenge many businesses: productivity and retention. Using a DiSC © personal style profile, participants gain valuable insight into their behavioral tendencies and perspectives on how they relate to others. Also, through practice, participants gain practical skills and techniques for conducting highly effective coaching sessions.

Audience:

This program is intended for anyone who has direct reports. The program also is intended for people who may not be in management or supervisory positions but have the responsibility to develop people within their organization.

Session Objectives:

After completing this session, participants will be able to:

- Understand the benefits of providing ongoing performance coaching
- Define the roles and responsibilities of a performance coach
- Apply coaching tools and techniques to coach employees and improve employee performance and fulfillment
- Reveal coaching skill strengths and challenges and create a developmental action plan

Session Length: 8 hours

Session Topics:

- **Performance coaching; what it is and why it works:** This section focuses on the benefits of coaching as well as the roles and responsibilities of a performance coach.
- **Performance coaching skills and techniques:** Good coaches know how to listen, ask powerful questions, provide objective feedback and help employees act on important issues. Effective coaching models are introduced, such as Herzberg's Model of Motivation (identifies what satisfies and dissatisfies employees) and the SBI (Situation, Behavior, Impact) Model for delivering feedback. This section allows for skill practice, using real-life exercises.
- **Enhancing your effectiveness as a performance coach:** Good coaches are life-long learners. This section offers participants the opportunity to assess their coaching skills and establish a plan of action for future development.