

PERFORMANCE COACHING

This program is intended for any manager, trainer, or supervisor who is responsible for initially teaching skills to a group of employees and then providing ongoing coaching & support. The focus of the workshop is “soft skills” which include the following: how to teach skills, conduct skills practice, coach on-the-job performance, and adjust to the learning styles of trainees.

Introduction

- What is a coach?
- Difference between coaching & mentoring
- Your coaching strengths & weaknesses

Four Key Steps in Performance Coaching

- Step 1: Identify shortcomings
- Step 2: Determine the cause and what needs to be changed
- Step 3: Get commitment and provide support needed for change
- Step 4: Measure results & provide feedback

Developing Performance Coaching Skills

- Role play – Identifying Feedback Flaws.
- Observation & analysis – Observing Performance
- Workshop – Problem Solving & coaching follow-up

Dealing with Style Differences

- Workshop – Personality & Learning Styles
- Workshop – Adjusting to different styles

The Importance of Giving Ongoing Feedback

- Lecturette: Communication & Barriers to Effective Communication
- Lecturette: Learn how to interpret non-verbal behaviour (body language)
- Workshop: Body language
- Lecturette: Positive Vs. Negative Feedback

Scheduling Regular / Ongoing Feedback Sessions (Lecturette)

- The importance of one-to-one sessions
- Plan in advance to enhance coaching relationships
- Set goals for the coaching

Facilitation: 1 x day (1 Gold Seal Special Industry Course (SIC) Point)