



Coaching for High Performance

OVERVIEW

All managers and team leaders must improve productivity by multiplying their efforts through people; therefore, coaching takes on added significance in today's organizations. Coaching is needed to increase performance while mentoring speeds up the individual's growth and development. A learning organization is developed and perfected through coaching and mentoring. This is an integral component of the organization's Performance Review Process or Career Succession Planning.

Organizations are also utilizing *coaching* as a way to develop their team as quickly as possible. As people become trained they become more responsible and hopefully more accountable for their results.

High Performance Coaching reflects the need for employee involvement in their own development; the coaching they receive becomes the catalyst for their own continuous improvement. High performance coaching requires the manager to apply the power of employee involvement as well as the team concept, seeking interaction among all its' members.

As people become better trained they develop quicker placing the department or organization in a position of being more productive.

LEARNING OBJECTIVES

Participants who complete this workshop will:

- Be able to communicate the need for job and work standards.
- Build an understanding of what working to a performance standard means
- Build agreements and solutions that all can agree to
- Secure commitment and buy-in to perform as expected
- Encourage self-critique and improvement

COURSE OUTLINE

- Working for a High Performance Organization
- Attributes of a High Performance Coach
- Guiding and Mentoring Performance
- Hints for Coaching on the Job
- Guiding Direct Reports
- Performance Review Process
- Develop a Plan of Action
- Providing Feedback Information
- Progressive Discipline and Documentation
- Hands-on Case Study Reviews / Playback Technique - Checking for Understanding