

Coaching for Improved Performance

Program Description

Conduct productive formal or informal performance appraisals—and get results! Coaching and counseling skills are vital leadership tools that prove especially important in performance feedback situations. An effectively conducted coaching/counseling or performance appraisal meeting can help improve the manager/supervisor/employee relationship that, in turn, can boost morale, build trust, and enhance overall performance.

This dynamic workshop provides a full day of valuable insights into coaching and counseling that you can put to use the very next day to discuss, redirect, motivate and engage your team with positive results.

You'll benefit by learning:

- The benefits of coaching and counseling
- Why some managers/supervisors avoid coaching and counseling
- The characteristics of a good coach/counselor
- Symptoms of performance problems
- Personal problems that may affect job performance
- How to give feedback in a way that keeps them coming back for more
- Behaviors to reward, ignore, or punish
- How to prepare for and conduct an effective coaching/counseling session
- Guidelines for conducting a successful performance appraisal session
- When conflict seems unavoidable, strategies for maintaining calm and control and achieving a positive outcome
- The art of empathic listening

Maximum participants: 15

Program length: 1 day