



Program length: 8 hours

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.

What you will learn:

- How to significantly improve retention and performance by helping employees to help themselves
- How to leverage the personal and business benefits of performance coaching
- How to apply coaching tools and techniques that cause employees to perform better and enjoy their jobs more
- How to understand your coaching strengths and challenges and create a developmental action plan

Module 1: Performance coaching; what it is and why it's important

- What contributes to peak performance
- What coaching is and is not
- Benefits and effects of performance coaching

Module 2: What coaches do

- Understanding job performance factors
- Coaching roles and responsibilities
- Core competencies for performance coaches

Module 3: Coaching employees to improve performance

- Understanding your personal DiSC style and how it impacts your performance as a coach
- Diagnosing employee skill and will
- Building trust with employees
- Conducting coaching sessions
- Applying good communication skills
 - Asking powerful questions
 - Active listening

- Giving feedback
- Providing acknowledgements

Module 4: Enhancing your effectiveness as a performance coach

- Coaching skills assessment and development action plan