

## Performance Coaching – Programme Overview

### Training Programme Overview

#### Target Audience

Managers and team leaders.

#### Purpose

To help participants develop the skills needed to energise, help and support their people to maintain and improve achievement at work. To ensure employees are able to understand and play their part in the achievement of overall business goals and objectives.

#### Outcomes

Delegates will be able to: -

- Use the skills and behaviours acquired to effectively coach others
- Help others to become self-aware and take responsibility for their own performance
- Demonstrate how to challenge and give constructive feedback
- Deal with performance issues effectively whilst retaining trust
- Help others to improve their motivation
- Identify how to plan and monitor performance without interfering.

Other outcomes can be specifically tailored to meet individual company requirements.

#### Typical Preparation

Delegates are asked to complete a preparation booklet and some personal style questionnaires one to two weeks prior to the training programme.

#### Typical Programme Content

- Defining different forms of coaching and the essential elements
- Identifying the behaviours that enable effective coaching
- Supporting employees to deal with changing work requirements and dealing with problems
- Practising coaching and feedback skills
- Testing individual/team commitment to act
- Establishing the planning, review and coaching cycle
- Goal and objective setting and ensuring ownership
- Defining performance gaps
- Identifying options for action and making choices
- Creating individual and/or team based performance plans
- Creating individual personal development plans.

#### Duration

Two days from 0900 – 1630.