

IMPROVING WORKPLACE PERFORMANCE *through* COACHING

IMPLEMENTING BEHAVIOURS OF SUCCESSFUL SUPERVISORY MANAGEMENT

In many organizations, supervisory roles and behavior are changing, especially in organizations that have moved to a team structure. No matter what the environment or structure, a supervisor's success depends on the ability to work effectively through other people. In addition, an employee's ability to function, grow, and develop depend on the support and encouragement of their supervisor.

Coaching is a simple pro-active process used to develop employees through ongoing one-on-one communication. This process is especially effective when working with an employee that is not performing at an acceptable level.

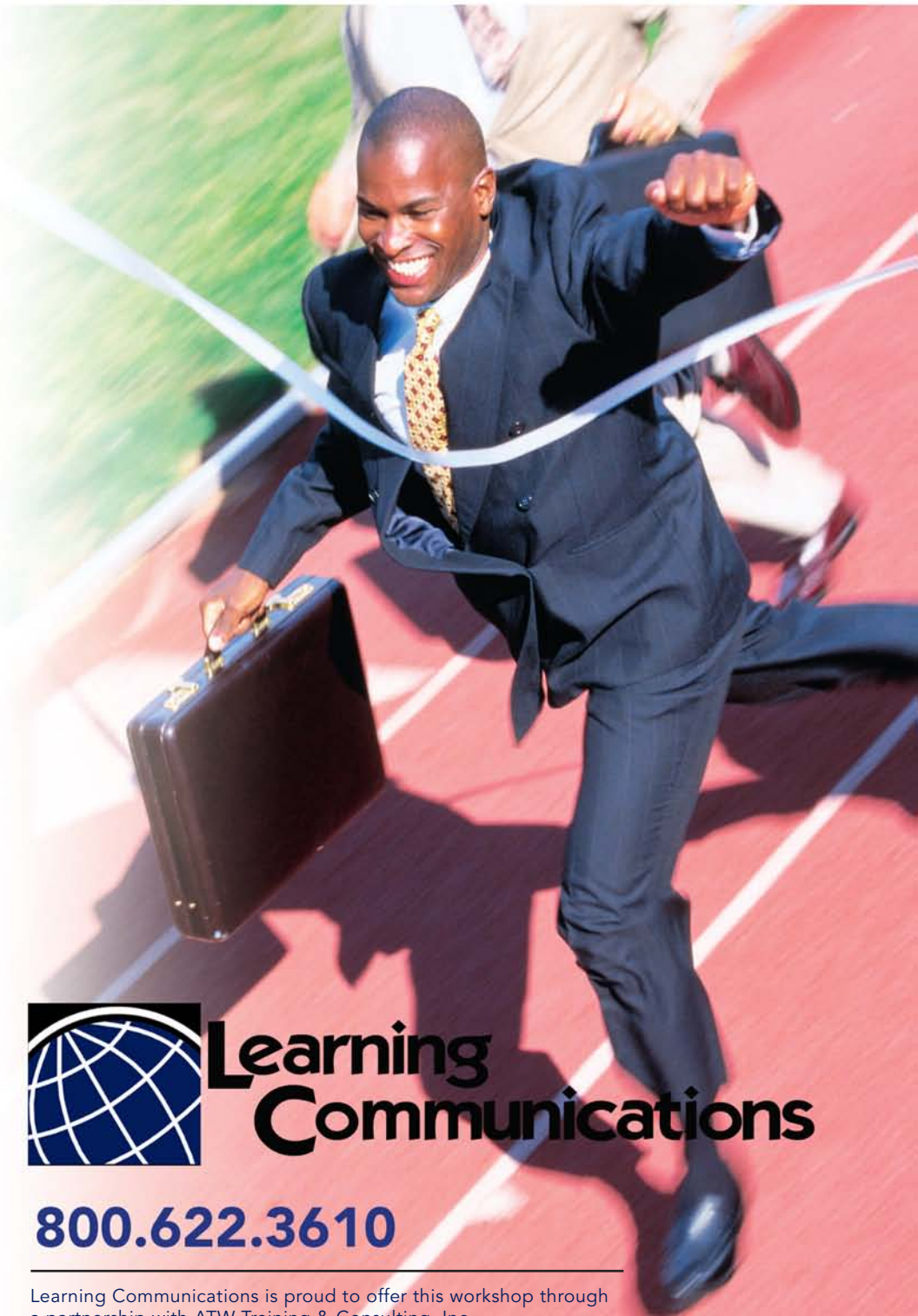
In this session you will:

- Identify and discuss the benefits of coaching.
- Determine when coaching is and is not the answer.
- Determine your personal coaching style.
- Discuss and practice the 5 step coaching model.

Key Learning Points:

- Who benefits when coaching is done correctly?
- When to coach.
- The 5 step coaching model.
 - Contracting
 - Opportunity
 - Action
 - Commitment
 - Achieve
- Why coaching may not occur.

COURSE LENGTH – ONE DAY



**Learning
Communications**

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