

## Coaching for Increased Performance for Managers and Supervisors

**Length:** 1 Day

**Summary:** The purpose of this course is to provide managers and supervisors with knowledge and advanced skills training in the areas of coaching, counseling and performance feedback.

**Upon completion of this course, participants should be able to:**

- Recognize personal strengths and limitations of their employees
- Demonstrate effective listening skills and giving constructive feedback
- Recognize the significance of positive coaching and counseling techniques
- Demonstrate effective coaching skills
- Establish a non-threatening, positive work environment
- Evaluate, motivate and utilize each team member effectively
- Promote win-win outcomes in the workplace

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### COURSE CONTENT

#### 1: COACHING

- Understanding coaching
  - Understanding the pitfalls
- Developing probing questions
- Active listening
- Motivation and Barriers

#### 2: COUNSELING

- Finding the root cause of the problem
- Their problem, their solution
- Information versus Advice
- Identifying the desired outcome

#### 3: BECOMING THE MANAGER OF CHOICE

- Harness Engagement
- Team Management

#### 4: IMPROVE PERFORMANCE

- Identify Individual Performance Goals
- Provide Appropriate Feedback and Coaching
- Steps in Improving Performance