

## Coaching for Increased Performance

**Length:** 1/2 Day

**Summary:** The purpose of this course is to provide you 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
- 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
- Promote win-win outcomes in the workplace

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## COURSE CONTENT

### COACHING

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

### COUNSELING

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

### IMPROVE PERFORMANCE

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