

## Performance Management for Supervisors and Employees

### *Team Performance and Engagement*

**Length:** 1/2 Day

**Summary:** Employees are experiencing indifference about their job and the work they are being asked to do. Employee engagement drives productivity, performance, and customer service. Unproductive, disengaged employees are costing millions of dollars in absenteeism and turnover, as well as impacting the customer experience. The skills listed here are critical to boosting team performance and engagement.

---

## COURSE CONTENT

### 1: BUILDING TRUST

Even in the workplace, our human connections to each other are held together by trust. Engagement and performance cannot improve without building trust.

### 2: COACHING TECHNIQUES FOR MANAGERS

Coaching is increasingly becoming one of the most important skills for leaders. The importance of inspiring and guiding employees to realize their potential and unlock their creativity, innovation, and power, cannot be ignored. Coaching uses a set of skills to effectively connect with others and to inspire, motivate and guide others in setting goals and objectives, overcoming obstacles and mindset glitches, and achieving results.

### 3: EFFECTIVE COMMUNICATION

Successful leaders are able to meaningfully and effectively communicate with others. Effective communication is about more than just the exchange of verbal information. It is also about understanding the emotion and intentions behind the information expressed. Oftentimes, we communicate and intend one thing, the other person hears and interprets something else, and misunderstandings, frustration, and problems arise. Communication is successful when a message has been sent and received without distortion and misinterpretation.

### 4: CONFLICT RESOLUTION

Learn how to recognize and understand the human factors that lead to conflict, and to apply conflict management and resolution techniques.