

Managing Performance Through Coaching- One Day

One of the most daunting tasks for any Leader is to respond to poor performance or inappropriate behaviour in the workplace. This workshop provides some basic tools and techniques to enable delegates to deal with performance issues through coaching, with a focus on one to ones, setting performance targets and providing regular constructive feedback.

CONTENT

Types of Performance and People Issues

- What type of performance/people issues do we face?
- What is my role?
- Diagnosing poor performance and identifying the need for coaching (including analysis of stats)
- The Company Process for managing underperformance

Coaching to Perform

- Setting a realistic goals and milestones
- Using the GROW model to coach underperformers
- Using questions that have impact and develop team members

Communicating your message

- Feedback basics (the burger and other methods)
- Sending a clear assertive message – imparting knowledge so it is understood
- Standards of performance – gather your evidence
- What to do when people still don't perform

Have a go and Peer Feedback

- Coaching Role Plays to put learning into practice

Action Plan

- How will I use this workshop?

