COACHING FOR PERFORMANCE

→ Program Summary

This program helps leaders communicate and coach to empower team members to be accountable for their results. The communication component of this program introduces the importance of 'framing' conversations, giving constructive feedback and learning essential communication skills such as rapport-building, listening and asking meaningful questions. The coaching component of this program inspires leaders to tap into the creative potential of their team members by replacing the 'old' management style of imposing solutions to the new 'leadership' style of soliciting solutions.

→ Program Objectives

- Learn advanced rapport-building techniques such as mirroring, matching and pacing and leading.
- Assess communication style and learn strategies to become an assertive and respectful communicator.
- Learn the art of 'framing' conversations to set the scene for quality dialogue that influences the quality of the 'action' required for improvements in performance.
- Identify and overcome the multitude of unconscious fears which prevents difficult performance improvement conversations.
- Practice techniques to hold quality conversations that keep top performers working to their strengths and motivated.
- Deal with performance issues immediately.
- Identify the essential coaching principles such as building awareness before action, believing in potential and encouraging team members to take responsibility.
- Understand the negative effect of giving advice and how it undermines performance, erodes self-esteem, and results in sub-standard solutions to problems.
- Construct a comprehensive set of coaching questions using John Whitmore's simple four-step process, known as the GROW model.
- Conduct a full coaching session with another participant working on a 'real' issue whilst being assessed by an observer.

PARTICIPANTS

- Managers
- Directors
- Key Influences
- Project Managers
- HR Teams

LENGTH

One Day

TOPICS

- Quality Conversations
- Rapport Building
- Communication Styles
- Coaching Questions
- GROW Model
- Performance Improvement

PEOPLE FOR SUCCESS