

Performance Management & Coaching

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

The leaders who coach well rarely have to discipline. **This session shows your supervisors exactly how to become that leader.**

What would it cost your organization if an avoidable performance issue ended in termination today? Mental health conditions cost U.S. employers an estimated **\$225 billion annually** in lost productivity — and most of it traces back to untreated performance issues that escalated because no one had the conversation early enough. Research shows that for every **\$1 invested in manager coaching capability, organizations see measurable reductions in HR incidents, absenteeism, and turnover.** This session gives your front-line leaders the **GROW coaching model, progressive discipline pathway, and documentation tools to act early — before a coaching issue becomes an HR case.**

THE BUSINESS CASE FOR THIS TRAINING

\$4:\$1

Return on every dollar invested in manager coaching and performance training

39%

Reduction in HR incidents when supervisors conduct regular coaching conversations

3x

More likely to retain top performers when managers use structured coaching — not just reviews

62%

Of terminations were preceded by warning signs a trained supervisor could have addressed

Sources: ICF • SHRM • Gallup • Harvard Business Review • Society for Human Resource Management

WHAT YOUR LEADERS WILL LEARN

- ✓ Apply the GROW coaching model to help employees develop their own solutions
- ✓ Conduct effective performance conversations — coaching AND corrective
- ✓ Use the progressive discipline pathway: Verbal → Written → PIP → Separation
- ✓ Document performance conversations in a way that protects the organization legally
- ✓ Identify when to involve HR — and when to resolve at the supervisor level
- ✓ Deliver recognition that reinforces the behaviors you want more of

What Changes Immediately:

- ✓ Supervisors start coaching conversations before they become discipline cases
- ✓ Documentation becomes consistent, specific, and legally defensible
- ✓ HR escalations decline as more issues resolve at the supervisor level
- ✓ Performance improvement plans become investments, not paper trails to exit

THE GROW COACHING MODEL

Ask. Don't Tell. Coach, Don't Direct.

G	GOAL	What does the employee want to achieve? Make it theirs, not yours.
R	REALITY	Where are they right now? Ask and listen — don't assume.
O	OPTIONS	What could they do differently? Let them generate the ideas.
W	WILL	What will they do — and by when? No commitment, no coaching.

Plus: SMART Goals Framework, Progressive Discipline Pathway, Documentation Template, Recognition Formula

"The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions."
— **Jim Rhodes**, SVP, Wayne Brothers Companies

Your leaders won't remember the meeting where nothing was said. **They'll remember the training that gave them the confidence to act.**

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SESSION AT A GLANCE

- 🕒 45 Minutes
- 📍 In-Person or Virtual
- 👥 Front-Line Leaders
- 🏢 Up to 20 per Session

Package Includes:

- Slide deck
- Student handout & worksheets
- GROW model reference card
- Documentation template
- Action planning guide
- Complete instructor delivery guide

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