

Development on Demand



....Programs Ready to be delivered when you need them.

## Coaching for Performance

**Audience:** Managers and Supervisors

**Objective:** Build feedback capabilities for providing feedback during performance management discussions as well as performance issues.

Time: 6 hours

**Approach:** Using case studies and role-plays participants will learn:

- **Principles and Purposes of Feedback**
  - **Differences Between**
    - **Coaching**
    - **Mentoring**
    - **Counseling**
- **Interpersonal Communication Skills**
  - Identify and apply objectivity in describing behavior
  - Understand and develop strategies for avoiding common communication pitfalls
  - Demonstrate questioning skills to improve understanding
  - Demonstrate active listening skills to improve communication
- **Performance Goal Setting**
  - Set clear expectations for employee performance
  - Identify intended and unintended consequences for employee behavior—and determine ways to maximize appropriate consequences
  - Apply a simple feedback model to clarify expectations and performance
  - Brainstorm incentive and reward strategies that will provide extrinsic motivation for employees
- **Documentation**
  - How to determine a well written:
    - Performance appraisal
    - Individual Development Plan
    - Performance Improvement Plan