

# Performance Coaching

**Performance coaching enables managers and leaders to support people with diverse motivations and needs in working to achieve common goals.**

Connecting individual job role and performance to the strategic direction of the organisation can be stretching for some individuals to comprehend. Performance coaching enables both the individual and their manager to regularly assess strengths, aptitudes and development areas for on-going improvement.

Performance coaching creates a vehicle for open and honest communication enabling the manager to match their coaching style and focus very particularly to the needs of the individual. “High” performers are encouraged to take on more responsibility and accountability and in so doing, become ideal candidates for succession planning and promotion. “Average” performers are involved with the setting and achievement of “stretch” performance goals and “poor” performers are encouraged to assess what they can do better along with specific consequences of not achieving the desired performance levels.

## Program Content

- How to effectively analyse individual and team performance
- Building a profile of your team members
- Being a good coach
- The art and practice of encouragement
- Coaching in Action: How best to coach high, average and poor performers
- Techniques to recognise and reward
- Counselling and creative problem solving skills
- Resolving conflict
- Common coaching pitfalls & how to avoid them

## Program Outcomes

By the end of the workshop, participants will be able to:

- Define how they can connect their organisations’ strategic direction to individual performance goals for team members
- Encourage extraordinary performance from their people
- Inspire others to develop and reach their full potential
- Agree the common goals for their team and gain buy-in to the achievement of those goals
- Match their coaching style to that of the individual they are supporting
- Provide continuous positive reinforcement

## The workshop is designed to be

- Highly practical and participative. Participants of the workshop will be given multiple opportunities to put their learning into practice.

## Who Should Attend

- Managers, team leaders and coaches who are responsible for the performance of others
- People who wish to improve their ability to motivate
- Trainers and facilitators who need to impart new skills and behaviours within a performance management context

