

COACHING SKILLS FOR MANAGERS AND SUPERVISORS

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Recognize the difference between performance problems and behavior problems • Conduct effective discussions using positive feedback techniques • Demonstrate the steps to non-defensive coaching and counseling • Learn to maintain employee performance and behavior • Follow the steps on how to document discussions • Utilize the three key principles to successful discussions with your employees 	<p>Prerequisite: None Schedule: Two half-day sessions</p> <p>In today's leadership world, Managers and Supervisors encounter the frustration of mismatched expectations through miscommunications. Sometimes employees don't perform, as they should. This may often occur after employees have been given a new task or project. Part of a Manager/Supervisor's role is to coach and counsel in correcting mismatched expectations, while at the same time helping them to grow professionally. The difference between extremely effective leaders and everyday supervisors is the degree to which they skillfully coach and develop their people.</p> <p>Topics Covered:</p> <p>Improving Performance</p> <ul style="list-style-type: none"> • Steps to performance problem discussions • Techniques for defensive reactions <p>Improving Work Habits</p> <ul style="list-style-type: none"> • Handling poor work habits • Attitude problems • Positive behavior changes <p>Maintaining Improvement</p> <ul style="list-style-type: none"> • Steps to increased motivation • Praising an employee for improvement <p>Motivating the Average Performer</p> <ul style="list-style-type: none"> • Getting team commitment • How to motivate the average performer to increase their performance <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Learn how to coach and counsel employees in a non-defensive manner 2. Build self-confidence by demonstrating skills learned 3. Understand the importance of documenting your discussions