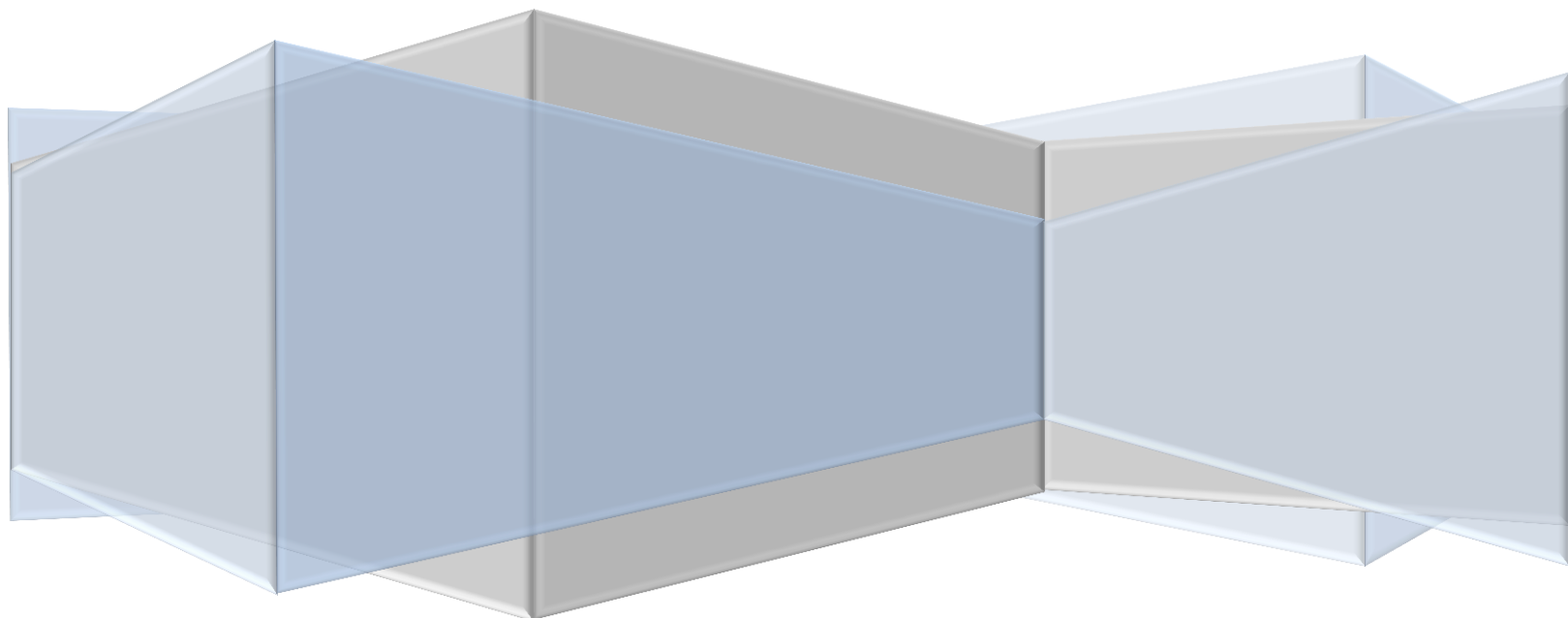




Performance Improvement

Coaching Skills for First Line Supervisors

A Two-day Course



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A Two-day Course

»Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.

1. Introduction and Overview

- A. Course materials, concepts, objectives
- B. Amenities and course flow

2. The Role of Supervisors

- A. A member of the management team
- B. “Between a rock & a hard place”...the delicate balance
- C. Supervisory skills
- D. Coaching...the all-encompassing supervisory skill
- E. A Model for Coaching

3. Making Coaching Contact

- A. Creating the right environment
- B. Interpersonal communication skills—Verbal and Non-verbal
- C. Setting the right parameters for discussion

4. Obtaining the Employee’s Perception

- A. Listening
- B. What hinders effective listening
- C. Surpass “Active Listening”
- D. Tips and techniques

5. Presenting the Standard(s) and Desired Performance

- A. Feedback...the hallmark of coaching
- B. Using concrete/objective observations and terms
- C. Knowing company policy
- D. Job Performance Evaluation and Corrective Action

6. Managing Change and Conflict

- A. Change and resistance to change
- B. What if an employee doesn’t agree?
- C. Conflict Resolution Styles

7. Developing an Action Plan

- A. Motivating employees...is it possible to motivate others?
- B. Setting SMART Goals
- C. Influence—what kind do you have?/what kind do you use?

8. Follow-up the Employee's Future Performance

- A. Commitment
- B. Different strokes for different folks—what is the reward?
- C. Recognition doesn't have to be HUGE

9. Then What?

- A. Building a "Coaching Culture"
- B. Coaching as a bridge to supervisory development

10. Creating Cohesion

- A. Panel discussion
- B. What would you do?
- C. Test-driving new skills

11. Summary and Conclusion

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

Two-day workshop	\$5,500 – 6,400
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Travel expenses billed separately