



COACHING FOR IMPROVEMENT

COURSE OVERVIEW

Identifying Improvement Opportunities:

- Learners explore the challenges of an improvement discussion from both the leader's and employee's perspectives.
- They identify a performance or work-habit problem they are facing, and the importance of addressing it quickly and effectively.
- Learners review the coaching process relative to a performance improvement situation.

A Model of Improvement:

- Learners identify effective and ineffective approaches from both the leader's and employee's perspectives when coaching for improvement.
- They analyze a positive model of a performance improvement discussion and provide feedback on the leader's skills.

LEARNING OBJECTIVE

Putting Skills into Practice:

- Learners prepare for and conduct an improvement discussion to address the performance issue they identified earlier. Three skill practice rounds with feedback follow.
- Learners discuss how they used the Interaction Process and how they encouraged the employee to take responsibility for improving.
- Learners discuss the importance of ongoing coaching observation, measurement, feedback, and support in an improvement situation.
- Using the **STAR** format, learners practice providing feedback with specific performance measures. Learners relate the new skills they have learned to the organization's business objectives.

VIDEO SEGMENT SUMMARIES

- Improvement situations show the difficulties of an improvement discussion from the leader's and employee's perspectives.
- A leader meets with a team member who isn't providing technical support to the team to explore ways of overcoming this problem.
- Scenarios illustrate specific challenges that a leader might face when discussing poor performance or work habits. (Optional)