

COACHING FOR PEAK PERFORMANCE



CHALLENGE

Coaching is one of the hottest topics in management development today, essentially because:

- Coaching produces superior performance and results;
- Coaching addresses key employee issues, resulting in higher motivation, satisfaction and retention;
- Coaching as a management model is consistent with the requirements of most organizations today for greater collaboration and empowerment of managers and employees.

At its best, coaching uses interpersonal skills to influence, elicit, and support the commitment and competence needed from employees to achieve successful business results. To achieve this goal, managers need to focus on three critical coaching challenges: building high-trust relationships, gaining and sustaining employees' commitment, and developing and maximizing employees' competence. *Coaching for Peak Performance* addresses these challenges by teaching, demonstrating, and applying the fundamental coaching skills: active listening, giving and receiving effective feedback and discovering solutions collaboratively.

OUTCOMES

As a result of this program, participants will:

- Develop coaching skills and competencies and integrate coaching techniques into everyday management practices;
- Link employees' responsibilities directly to the organization's key strategies and business objectives;
- Integrate coaching processes with goal setting and performance management processes;
- Establish and nurture a 'coaching culture', based on empowering and challenging employees to achieve peak performance.

KEY TOPICS

- Building High-Trust Relationships
- Developing Active Listening Skills
- Linking Individual Performance with Organizational Strategy
- Giving and Receiving Effective Feedback
- Discovering Solutions 'Collaboratively'
- Coaching Day to Day, applying coaching techniques to manage conflict, improve communications and drive team performance

METHODS

Multi-rater Coaching Assessment; customized case studies, exercises, role plays and presentations; Coaching Personal Development Planner for planning and tracking the on-going development of coaching skills.

PARTICIPANTS

Managers and other professionals with supervisory responsibilities. The target group ranges from experienced first-line supervisors who may be assuming increased responsibility, to middle and senior managers.