

## COACHING FOR HIGH PERFORMANCE

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### TRAINING OVERVIEW

Great managers balance the skills of driving results and caring for people. It's a delicate balance that takes a mindset, plan, and a skillset. The Coaching for High Performance training course helps each participant understand the concept of coaching and the impact this approach can have on their employees.

Through our GOAL Coaching Model and a set of 4 Core Coaching Skills, each participant will learn how to have a productive coaching conversation that results in higher engagement and performance.

### THE GOAL COACHING APPROACH WILL...

- Give supervisors, managers, and leaders a model for how to lead results driven conversations that motivate and engage employees.
- Integrate the Core Coaching Skills of Listening, Questioning, Giving Feedback, and Recognizing to create a productive dialogue that engenders trust between employee and manager.
- Create a model for coaching that will result in consistent use of management practices across a team, department, and organization.
- Provide a skill they can model and teach to their employees to create a coaching culture.

### COURSE OBJECTIVES

*Employees will learn how to...*

- Differentiate coaching from mentoring and counseling.
- Use the GOAL conversation model to guide conversation with employees.
- When to tell people what to do and when to engage with questions.
- Give honest and clear feedback to employees.
- Help employees think on their own and choose their behaviors wisely.
- help employees create goals and actions plans.
- Create methods of accountability for individual results.
- Use twelve coaching techniques within coaching conversations to help accelerate employee motivation, productivity, and achievement.



### GOAL

DEFINE THE NEED  
AGREE ON THE GOAL



### OPTIONS

LAY OUT ALL THE OPTIONS  
THINK CREATIVELY  
NEGOTIATE AND AGREE ON BEST OPTIONS



### ACTION PLAN

DETERMINE NEXT STEPS  
CREATE THE PLAN  
ESTABLISH TIMELINE



### LEAD THE ACTION

ENCOURAGE AND CHALLENGE  
SHOW CONFIDENCE  
ESTABLISH ACCOUNTABILITY METHOD

### COURSE OUTLINE:

1. What is Coaching?
2. Leveraging the Skill of Coaching for Impact
3. The GOAL Model
  - a. Goals
  - b. Options
  - c. Action Plan
  - d. Lead Action
4. The 4 Core Coaching Skills
  - a. Listening
  - b. Questioning
  - c. Giving Feedback
  - d. Recognizing
5. One-on-One Coaching Practice with Feedback
6. Coaching Techniques