

# COACHING FOR IMPROVED PERFORMANCE & RESULTS

*Enhancing the Human Connection*

## Program Overview

Improved results come from improved performance and improved performance requires behavior change. People will not improve their performance because you want them or tell them to improve. Command and control techniques will, at best, get compliance and are typically ineffective. When you apply what you learn in **Coaching for Improved Performance & Results**, you will discover that people **can** and **will** make major improvements and give you a discretionary effort.

## Session Overview

### Improving Performance & Results

- The relationship between performance and results
- Why people don't perform the way you want
- Your competitive advantage – individual and team performance
- Barriers to effective performance
- The role of coaching in winning performance
- BONUS: HOW TO BE A PRO IN ANYTHING

### The Magic of Motivation

- Why people act the way they do
- What people want --- and need
- How to bring out the best in people
- How to energize people
- Characteristics of a motivator
- Types of motivation
- Improving morale
- BONUS: JUST FOR TODAY

### Communicating Effectively

- What effective communication looks like
- How to avoid miscommunications
- How to improve communication
- Barriers to effective communication
- The role of active listening
- The role of words, questions, and phrasing
- Levels of listening
- Empathy/Ego balance
- Dealing with negative people and resistance
- Dealing with criticism
- Why you cannot NOT communicate
- BONUS: TIPS FOR STAYING IN THE MOMENT

### Clarifying Goals and Expectations

- The role of goals in improving performance and results
- Stamping out uncertainty
- Getting people to perform up to your expectations
- Benefits of setting goals
- Why people resist setting goals
- Goal setting principles and how to apply them
- Knowing what goals to set
- How to get goals specific
- The goals process
- Types of goals
- How to keep the goals process alive
- Priorities prevent panic
- Communicating goals and expectations to your team
- BONUS: DAILY PRODUCTIVITY CHECKLIST

### The Role of Positive Reinforcement

- Positive Reinforcement is critical to performance improvement
- Benefits of appropriate feedback
- How to celebrate successes...including improvement



**Reported benefits include:**  
Higher morale  
Greater productivity  
Increased motivation  
Accelerated change  
Improved employee retention  
Less frustration

- Types of feedback
- How to give corrective feedback...correctly
- The role of scorekeeping in feedback
- Principles of effective feedback
- BONUS: FEEDBACK CARDS

### Keeping Score

- What we can learn from the world of sports
- Benefits of keeping score
- Defining winning on your team
- Insight precedes change... the role of stats
- Using resources effectively
- Getting feedback on your performance
- How to know what to keep score on
- Ways of keeping score
- Scorekeeping principles
- BONUS: CREATING SCORECARDS

### Coaching for Results

- Characteristics of effective teams
- Characteristics of effective coaches
- Establishing appropriate levels of trust
- Teaching techniques that work
- Helping people get in their ZONE
- Process coaching
- The three step process
- Coaching principles
- The six Cs of effective coaching
- Opening closed minds
- BONUS: COACHING A WINNING TEAM

### Plan of Action

- Overall team goals
- Professional development goals
- Personal goals
- Action plan
- Goal Worksheet

### Coaching logs Accomplishments CD's



**FOR MORE INFORMATION CONTACT:**