

# Coaching for Improved Performance & Results

*Enhancing the Human Connection*

By Rex C. Houze

## Improving Performance & Results

- The relationship between performance and results
- Why people don't perform the way we want
- Barriers to effective individual performance
- Barriers to effective team performance
- The role of coaching in winning performance

## 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

## Communicating Effectively

- What effective communication looks like
- How to improve communication
- Barriers to effective communication
- The role of active listening
- The role of words, questions, and phrasing
- Dealing with negative people and resistance

## Clarifying Goals and Expectations

- 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
- Stamping out uncertainty
- How to get goals specific
- The goals process
- Types of goals
- How to keep the goals process alive
- Setting priorities
- Communicating goals and expectations to your team

## The Role of Positive Reinforcement

- Benefits of appropriate feedback
- How to celebrate successes...including improvement
- Types of feedback
- The role of scorekeeping in feedback
- Principles of effective feedback

## 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

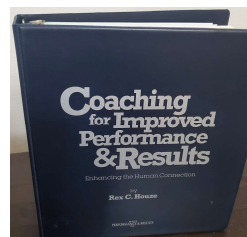
- Ways of keeping score
- Scorekeeping principles

## Coaching for Results

- 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
- The six Cs of effective coaching
- Opening closed minds

## Sessions include:

- Supportive Quotes to Reinforce Ideas
- Self-Evaluation Checklists
- Action exercises to apply new skills or current knowledge
- Coaching Tips
- Motivational Minutes
- Feedback Sheets to Track Progress
- A Coaching Plan of Action for immediate and ongoing results.



## Benefits

Improved Results

Increased Motivation

Better Morale

More Cooperation

Energized People

Accelerated Change

Less Frustration

Less Mistakes

Deadlines Met

Higher Trust Levels

Clear Communication

Keep Key Employees

Improved Quality

Better Customer Service

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