

Coaching Job Skills

Using a positive approach for delivering positive results

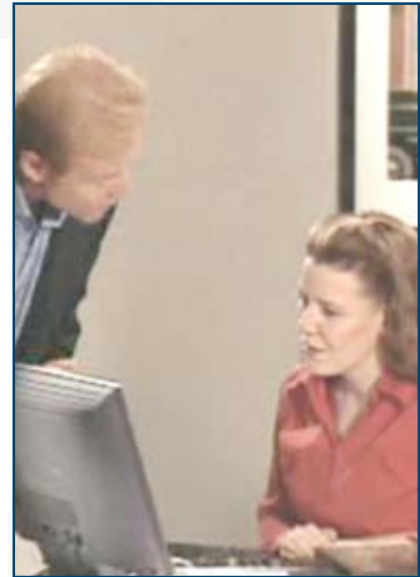
Coaching Job Skills must go beyond showing how to do a job correctly. It involves observing, analyzing demonstrating, and giving feedback. It is a process of developing relationships with team members—relationships that build the trust and respect that is the foundation of successful organizations.

This program trains managers to both help and train their team members, elicit cooperation, win team member confidence, create more successful business units, and, ultimately, impact an entire organization's success.

Objectives

Participants completing **Coaching Job Skills** will be able to

- Understand the special nature of coaching; a one-on-one activity that involves showing a team member how to perform a task.
- Distinguish between performance problems that require coaching and those that can best be handled by clearer instructions or by other means.
- Understand the importance of observation and analysis before coaching a team member since coaching, like all effective training activities, must be well thought out and carefully planned.
- Involve the team member in the coaching process by asking questions and encouraging feedback.



- Increase team member accountability by setting up a review. Most often, more than one coaching session is needed to improve performance.

*Offered in Classroom, Online, or Blended Formats.
Classroom Time: 4 hours
Online Time: 1.5 hours*

Solution

Successfully coaching individuals to perform a skill.