



Coaching and Feedback Workshops

Purpose: Most organizations need to ensure that their staff performs to the best of their abilities. Training is an important part of helping people to develop and enhance their performances. Equally important, and present on an ongoing basis, is coaching from the managers or other leaders in the department or organization. Coaching and Feedback workshops are designed to enable those 'experts', those with the ability to coach and to enhance the performances of others in their various roles.

Results: Participants will have the opportunity to:

- Understand and identify specific performance issues.
- Conduct constructive coaching conversations.
- Learn to create long- and short-term action plans.
- Create and maintain an environment in which coaching thrives.
- Make coaching a form of leadership.
- Learn how to give and receive constructive feedback.
- Clarify the purpose of performance coaching.
- Discover the factors that affect employee performances and job satisfaction.
- Appreciate how to reduce employee complaints and dissatisfaction.
- Understand the role of “supervisor as coach”.
- Acquire skills in evaluation and sharing performance issues.
- Learn what employees want and need for high performance.
- Gain skills in delivering.
- Explore motivation.

Methods: The workshop will allow participants to gain the skills and techniques necessary to handle the majority of coaching and feedback situations they encounter.

Facilitators provide debriefing sessions and coaching throughout the program, providing additional opportunities to relate learning experiences to the actual work environment. The process may include the following:

- ✓ Pre-assessment work
- ✓ One-day or more facilitated program and follow-up work
- ✓ Case study handouts
- ✓ Interactive training and exercises
- ✓ Assessments
- ✓ Facilitated group discussions

Attendees: Those with responsibility for coaching others for performance improvement

*To learn more and have a customized schedule made for you; please contact
The Browne Center at 800-349-1925 and ask for Corporate Training*