

# Performance Coaching

Developing skills in informal performance conversations. Increasing leadership effectiveness through performance coaching skills.

## Conversations about performance

Many leaders find conversations about performance to be difficult and too often avoid them altogether. Providing feedback, particularly when a team member's performance falls short of expectations, is one of the most critical functions a leader performs. Yet for many this is one of the most dreaded and avoided.

This program enables participants to develop skills and confidence in holding these conversations in an easy and comfortable environment. Participants are provided opportunities to engage with a new and contemporary approach. They will prepare for effective performance conversations in their workplace.

## Leading is about people

Invariably when things go wrong in the workplace it is as a result of damaged working relationships. Successfully holding conversations about performance sits squarely on a foundation of effective working relationships. Skills that will enhance workplace relationships are at the core of this program.

## Mastering performance conversations

Through this two-day Performance Coaching Program, participants will hone their current skills, extend and develop contemporary performance conversation skills and learn how to build a culture of accountability.

Presented in a highly engaging, practical and experiential format, the **Performance Coaching Program**® provides participants with a comprehensive, evidence-based grounding in fostering healthy workplace relationships, leading authentically and achieving results. Practical skills are developed to equip leaders to both address performance issues early and to support the growth and development of team members. Connection to the participant's work experiences is assured through meaningful and relevant examples.

*“The Performance Conversation Framework® has given me the confidence to actually address these issues”*

These leadership skills are developed through:

- Pre-reading and pre-work
- Understanding the behavioural science underpinning contemporary practice
- Engaging in large and small group discussions
- Planning performance conversations
- Simulating performance conversations
- Reflective practice in giving and receiving feedback

## Program content

### Day 1 Foundations of performance conversations

- Fostering workplace relationships – building trust and respect
- Creating a safe context for robust conversations
- The broad conversation about performance – it's more than just feedback
- The organisational context – aligning with organisational objectives (line-of-sight)
- Key elements of the performance conversation

### Day 2 Leading with performance conversations

- Coaching for leaders
- Identifying complex issues, using wisdom, discretion and judgment
- Using tools and communication techniques for different situations
- Self-management in the performance conversations
- Understanding behavioural change
- Taking action – embedding into the workplace

## About the SarreODL

Based in Adelaide, SarreODL was founded in 2000 by Debra Sarre to develop effective leaders, high performing teams and engaged individuals who deliver organisational success. Operating in today's complex environments, more than ever, requires strong, effective leaders who connect with, and bring out the best in employees. With a foundation in evidence-based, organisational and behavioural science research, SarreODL, inspires clients to challenge themselves and to make a positive difference in their organisations.

## Facilitated by Debra Sarre

The Performance Coaching Program® will be facilitated by SarreODL Founder and Principal Consultant, Debra Sarre. Debra is a highly experienced educator, facilitator and coach. She has worked with thousands of participants from a diverse range of organisations to engage confidently in important conversations in the workplace, to lead change, care for and value people whilst being effective in delivering organisational success. Debra's interactive style is highly engaging and motivating.

## Program Details

### Venue

#### The Monastery Function Centre

15 Cross Road, Urrbrae SA 5064

### Date

We want to ensure your time away from the office enhances optimal learning opportunities. This two-day short course is designed and scheduled to allow participants time for practise and reflection between each session. Attendance is required on both dates:

**Day 1 | Wednesday, 7 March 2018**

**Day 2 | Wednesday, 21 March 2018**

### Time

**9.30am – 4.30pm**

(Light lunch provided, including morning and afternoon tea)

### Program fees

#### \$1100 incl GST per person

Save with Early Bird registration! We offer an Early Bird discounted fee \$880 incl GST per person for registrations received with payment 28 days prior to program commencement.

Places are limited and courses fill fast so don't delay  
**REGISTER NOW!**

### To register

To register in the Performance Coaching Program®

**Register**

To register, go to:

[www.sarreodl.com.au/customised-and-open-enrolment](http://www.sarreodl.com.au/customised-and-open-enrolment) or phone +61 (0) 407 431 007. For further enquiries, please email either Evelyn Wagner or Debra Sarre [enquiry@sarreodl.com.au](mailto:enquiry@sarreodl.com.au)

*“The pace, the pitch, the way Debra dealt with personalities, queries and all the scenarios we threw at her was outstanding – my team and I have gained so much that we can clearly see this being implemented immediately. Lots of relevant discussions and a great mix of leaders that I found just as beneficial.”*

– Leeann

Manager Customer Service

## Customisation

We can tailor this program to meet your organisation's specific needs and deliver conveniently at your own premises. To explore this option contact either:

Evelyn Wagner or Debra Sarre

[enquiry@sarreodl.com.au](mailto:enquiry@sarreodl.com.au)

## Cancellations & deferrals

We understand situations can change and hope they don't affect your ability to attend the program. If the intended participant is unable to attend, a suitable substitute will be accepted right up to the morning of the program with no financial penalty.

However, if you need to cancel or defer we will require written notification of cancellation or deferral no less than 28 days prior to the commencement of the program for the full fee to be refunded. If written notification is received between 7 and 28 days prior to the program commencement date, a 25% fee will apply. If written notification is received less than 7 days prior to the commencement of the program, the full fee will be forfeited.

## Inclusions

Included in this learning and development experience, each participant will receive comprehensive course materials, relevant readings and full-day catering. Participants will also receive a Certificate of Participation.

**sarreODL**  
Organisational Development & Learning



[www.sarreodl.com.au](http://www.sarreodl.com.au)

[enquiry@sarreodl.com.au](mailto:enquiry@sarreodl.com.au) | Ph: +61 (0) 407 431 007

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