

build rapport

**create safety**

Hold informal conversations

**coach**

talk about performance

**clarify expectations**

**listen**

**address issues**



# Performance Coaching

*Developing skills in daily performance conversations*

## Conversations about performance

Many managers find conversations about performance to be difficult and too often avoid them altogether. Providing feedback, particularly when an employee's performance falls short of expectations, is one of the most critical functions a manager performs. Yet for many managers it is one of the most dreaded and avoided. This program will enable managers to develop skills and confidence in holding these conversations in an easy and comfortable environment. Managers can engage with the new approach and have the opportunity to prepare and simulate conversations they will be holding back in the workplace.

## Program structure

These skills are developed through:

- Pre-reading & pre-work
- Theory and knowledge background
- Group Discussion
- Practice in planning performance conversations
- Simulated performance conversations
- Reflection and feedback
- Action learning

## 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 in enhancing work place relationships are at the core of this program.

## Program content

A two day program includes:

Day 1:

- Building rapport and trust
- Group norms and expectations of behaviour
- The manager's responsibility
- Principles that underpin successful performance conversations
- The context – big picture planning
- *The Performance Conversation Framework®*
- *Experiential learning model and simulations*
- *Skills practice*
- *Theory supporting The Performance Conversation Framework®*
- Planning a performance conversation
- Reflection and insight
- Action learning (homework)

Day 2:

- Reflect & debrief action learning
- Coaching as a manager
- Self-management in the performance conversations
- Further skills practice
- Understanding behavioural change
- Triangulation (dealing with third party examples)

## Outcomes

Participants will leave skilled, empowered and confident to address performance issues at work. They will have new strategies and ideas to make fresh approaches to lingering performance issues.