

# Mastering Performance Coaching Skills

Thursday, November 19

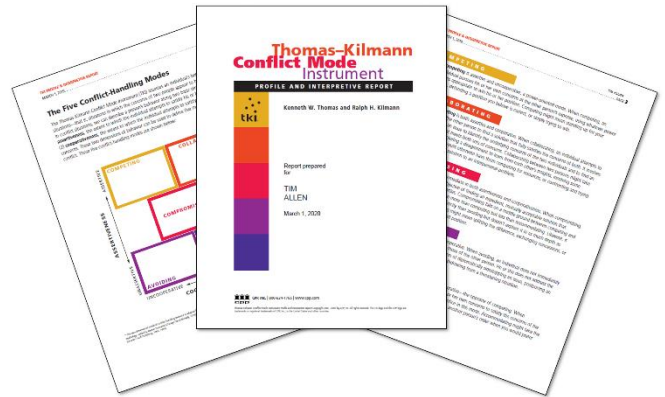
12:00 - 1:30 PM ET

\$195/person

Quantity Discount Pricing Available

## Improve Ability of Employees to Achieve Organizational Objectives

One key element of management effectiveness is helping employees achieve their goals. It takes effective communication skills to address performance issues with both courage and compassion. Each participant in this course will receive the Thomas-Kilmann Conflict Mode Instrument to learn how to overcome their own resistance to addressing issues when coaching staff. This instrument identifies natural tendencies to the following approaches to conflict:



- Compete
- Avoid
- Compromise
- Accommodate
- Collaborate

## Learning Outcomes

By the end of this course, participants will:

- Learn which communication skills are most important when coaching others
- Understand and demonstrate a 7-step process for addressing performance issues in a way that motivates others and changes behavior
- Practice establishing SMART goals for staff
- Learn how to coach employees throughout the year to achieve those goals
- Recognize key phases of the performance management process

## Bonus Learning Resources Included with This Course

In addition to the live virtual course, participants will also receive:

- [Assessment: Thomas-Kilmann Conflict Mode Indicator](#)
- eLearning course: *Managing Performance Discussions*
- Whitepaper: How to Help Managers Develop Leadership Skills
- Whitepaper: Guide to Interpersonal Communication Skills at Work
- Daily Motivation Quotes