

# COACHING FOR HIGH PERFORMANCE



## INTRODUCTION

Have you ever wondered how to increase the effectiveness of your team? How to attract and retain the best talent? How to fully engage your employees? Successful organizations create environments in which people can achieve their potential through guidance, assistance, and support. Coaching is a skill that can be utilized to create that environment and to support team members in ways that allow them to contribute to their fullest. When coaching becomes an integral part of doing business, employees are engaged; this results in greater productivity and the retention of top talent. This course provides participants with the tools to coach effectively and it enables the performance improvement of all team members. Coaching is often confused with teaching or giving feedback.

This course allows for several practice opportunities. Participants engage in mini-coaching sessions, using actual coaching opportunities that they have identified. They learn and use a four-step process to help them plan and structure their coaching sessions for maximum benefit. Some coaching opportunities may be provided for handling difficult issues, so participants discuss and practice effective techniques to overcome difficult situations that may arise. Participants end the session by developing a strategy for their own continuous coaching development, which they then share with a partner. This strategy will help ensure that their coaching skills continue to grow, thereby increasing the skills and productivity of their team members.

## OBJECTIVES

- Define coaching
- Identify the benefits of coaching
- Describe the characteristics of an effective coaching conversation
- Identify personal opportunities to coach
- Apply effective questioning and listening techniques
- Utilize a four-step process for effective coaching
- Respond effectively to difficult situations using one of five techniques
- Develop a strategy for continuous coaching development
- Support one's coaching style by conducting productive face-to-face meetings and confrontations
- Motivate employees by identifying their individual personality types; and build trusting coach-employee relationships

## COURSE OUTLINE

- Fundamentals of coaching  
Coaching diverse employees

- The coaching process
- Communication
- Interpersonal meetings



If you have any enquiries, please contact  
+60 (3) 56213630 or  
email: [info@comfori.com](mailto:info@comfori.com)

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MDF No. JET-000406



2011  
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