Coaching for Improvement

Learning Objectives

- Identify situations in which you need to coach for improvement.
- Use a planner to prepare for coaching discussions.
- Use the interaction process to conduct effective coaching discussions.
- Recognize that coaching is an ongoing process.
- Use a technique to provide specific, balanced feedback.

Course Description

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance. Leaders will be able to foster morale and productivity by addressing performance and work-habit issues in a firm, fair, and consistent manner.

Three Types of Coaching

Coaching Process

Resources (for learner)

- Development Activities
- Discussion Planner
- Job Aid
- Agenda for Meeting with Manager
- STAR Form

Resources (for managers of learners)

- Management Support Tool
- Tips for Giving Feedback