

Coaching For Improved Performance



March 12, 2019

Objectives

This training is designed to help you:

- Define the qualities of an effective manager
- Identify the strengths and weaknesses of members on your team
- Learn how to give effective feedback
- Learn how to motivate your employees

Defining a Manager

A manager/supervisor is someone who:

- Ensures the safety and productivity of the workplace
- Directs the operations and activity of a team
- Is accountable for providing guidance and direction
- Drives the performance of a team

Performance Management

Top reasons why managers or supervisors avoid managing performance/reviews:

- Feeling too busy/not enough time
- Feeling unprepared/unsure of the process
- Uncomfortable discussing performance
- Fear of feedback from employees
- Don't understand the purpose
- Don't understand the benefits

Performance Management

Top reasons to improve performance management skills:

- Address problems early on
- Increase productivity
- Build trust/strengthen relationships
- Motivate/drive performance
- Increases job satisfaction (retention)

High ROI for Managers

Manager vs. Leader

Evaluate your own leadership style:

Proactive

vs.

Reactive

Accountability

vs.

Blaming

Motivated

vs.

Apathy

Communication

vs.

Isolation

Trust

vs.

Mistrust

Leadership Attributes



Evaluate Your Team

Everyone has something they can contribute to a team, and how well a team works together can determine how well they perform. Take time to know:

- Strengths and weaknesses
- Level of motivation
- Level of communication
- Obstacles that prevent teamwork

The Ideal Worker

Most supervisors/managers have an idea of what qualities they want their employees to have.

- Proficient at their jobs
- Hard workers
- Honest/trustworthy
- Appreciate others' contributions

Employee Development

What are some barriers to higher performance?

They don't know how

They are afraid to ask

They see you as the problem

They don't know what to do

They haven't been asked to do things differently

Their negativity controls performance levels

They are not being managed well

Effective Communication

Listen

Be respectful

Be clear and concise

Be objective

Give constructive feedback

Clearly state goals

Effective Communication

Choosing the “right” words can make all the difference in building a bridge with someone in the workplace.

- I will find out for you.
- I'd like to talk with you about..
- Would you please..?
- How can we prevent this from happening next time?
- Here is what I would like you to do.
- Please tell me what happened.

Finding Strengths

- What skills does this employee have to offer?
- What tools and resources am I giving this employee to succeed?
- How am I maximizing the strengths of the employee?
- How am I helping the employee overcome weaknesses?

Effective Feedback

Be specific



Focus on the behavior



Consider the needs of the employee



Share information



Well-timed (early & often)

FIRR technique (BONUS SLIDE)

- Facts
- Impact
- Respect
- Request

Effective Feedback



Performance Management

Performance management is an ongoing process.

- Monitor and document employee performance regularly
- Conduct routine discussions regarding successes and shortcomings
- Schedule times to regularly check progress toward goals
- Provide coaching and feedback frequently
- Reinforce positive performance and behavior
- The performance review is a summary – No “surprises”

Motivating Employees

You can motivate your team to succeed by the actions you take. Remember these 5 rules:

- Lead by example
- Do what is right
- Treat employees as they wish to be treated
- Exhibit a positive attitude
- Expect the best at all times

Motivating Employees

Methods to improve an employee's motivation can involve the leader:

- Actively listening
- Being respectful
- Being fair, honest and consistent
- Keeping employees informed
- Accepting employees' strengths and weaknesses
- Providing honest feedback
- Involving members in setting goals
- Reinforcing positive behaviors

Coaching For Performance

What is your strategy?



Communicate



Educate



Motivate



**Recognize
accomplishments**