Coaching Others for Top Performance™

Meeting the needs of the new global marketplace with a flexible, total-systems approach

The *Coaching Others for Top Performance*™ workshop explores *The Principles and Qualities of Genuine Leadership*® and focuses on developing skills that can help participants perform daily coaching activities. This workshop provides participants with skills to help build constructive relationships, resulting in a stronger commitment to improving performance and, ultimately, a difference for the organization.

During the two-day workshop, participants engage in a variety of individual and group activities, video demonstrations, and role plays, as well as partner and large group discussions.

Module 1: The Principles and Qualities of Genuine Leadership®: Manager's Version *(4 hours classroom)*

More than ever, everyone in the organization needs a deep knowledge of leadership best practices and help in tailoring those practices to their own situations. To meet this need, this module outlines universal leadership principles and qualities that help individuals become genuine leaders who can translate intentions into reality.

The purpose of this module is to help participants achieve results for their organizations by developing the qualities of genuine leadership and applying the principles and qualities of Genuine Leadership™ to their role.

At the completion of this module, participants will be able to:

- Describe how current business issues affect their organization and their ability to achieve results.
- Discuss five critical leadership qualities that contribute to both organizational and personal success.
- Discuss six principles that help leaders develop effective working relationships.
- Evaluate how to apply The Basic Principles in their daily behaviors.
- Explain how applying The Basic Principles can help leaders develop the qualities of genuine leadership.
- Use The Basic Principles to address organizational problems and develop the qualities of Genuine Leadership™.

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Module 2: Providing Constructive Feedback™ *(4 hours classroom)*

To know how well they are doing, individual contributors need regular feedback from their managers. Providing constructive feedback not only helps solve problems, but also can work to prevent potential problems from growing to the point in which they have a negative impact on others and the organization.

The purpose of this module is to provide skills that will let participants give constructive feedback in a way that builds openness and mutual respect, and promotes problem solving and learning.

At the end of the module, participants will be able to:
- Define and describe constructive feedback.
- Identify opportunities to provide constructive feedback in your work environment.
- Recognize the challenges and benefits of providing constructive feedback.
- Evaluate your current level of effectiveness at providing constructive feedback.
- Demonstrate a set of key actions for providing constructive feedback to others.
- Conduct constructive feedback conversations that result in action toward improved performance.

Module 3: Developing Others™ *(4 hours classroom)*

Individual contributors face regular challenges in performing their work, and a supervisor's job is to help them work through these challenges. Sometimes the best help a coach can give is to assure their employees that they have the ability to make decisions and solve problems on their own. When individuals radiate confidence, they can perform at their best.

The purpose of this module is to provide participants with skills for developing others, thereby helping others expand their capabilities so they will have the confidence to take on new challenges and work more independently.

At the end of the module, participants will be able to:
- Describe the role of a manager in developing others.
- Explain how developing others can benefit everyone: those being developed, the manager, and the overall organization.
- Recognize the challenges faced in developing others.
- Identify opportunities to develop the skills and capabilities of others.
- Demonstrate a set of key actions for developing others.
- Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions.
- Conduct focused development conversations that result in professional development and growth.

Module 4: Giving Recognition™ *(4 hours classroom)*

Over the long term, excellent performance and productivity are rewarded with improved customer loyalty and organizational success. But in the short term, people want to hear from others around them that they are doing something right. By recognizing and reinforcing positive behaviors, managers can encourage and reinvigorate individual contributors. This module helps managers learn how to acknowledge accomplishments in ways that will inspire excellent performance.

The purpose of this module is to provide participants with skills for recognizing and reinforcing the behaviors that support and lead to the right results.

At the end of the module, participants will be able to:
- Describe the impact of recognizing others on individual and organizational success.
- Demonstrate a set of key actions for giving recognition.
- Determine the type of recognition best suited for each recipient.
- Deliver recognition to sustain and encourage excellent performance.

Please Note: The modules in the workshop are also available via elearning.