

# Coaching for Improved Performance & Results

## *Enhancing the Human Connection*

### **Improving Performance & Results**

- The relationship between performance and results
- Why people don't perform the way we want
- Barriers to effective individual performance
- Barriers to effective team performance
- The role of coaching in winning performance

### **The Magic of Motivation**

- Why people act the way they do
- What people want --- and need
- How to bring out the best in people
- How to energize people
- Characteristics of a motivator
- Types of motivation
- Improving morale

### **Communicating Effectively**

- What effective communication looks like
- How to improve communication
- Barriers to effective communication
- The role of active listening
- The role of words, questions, and phrasing
- Dealing with negative people and resistance

### **Clarifying Goals and Expectations**

- Getting people to perform up to your expectations
- Benefits of setting goals
- Why people resist setting goals
- Goal setting principles and how to apply them
- Knowing what goals to set
- Stamping out uncertainty
- How to get goals specific
- The goals process
- Types of goals
- How to keep the goals process alive
- Setting priorities
- Communicating goals and expectations to your team

### **The Role of Positive Reinforcement**

- Benefits of appropriate feedback
- How to celebrate successes...including improvement
- Types of feedback
- The role of scorekeeping in feedback
- Principles of effective feedback

### **Keeping Score**

- What we can learn from the world of sports
- Benefits of keeping score
- Defining winning on your team

- Insight precedes change... the role of stats
- Using resources effectively
- Getting feedback on your performance
- How to know what to keep score on
- Ways of keeping score
- Scorekeeping principles

### **Coaching for Results**

- Characteristics of effective coaches
- Establishing appropriate levels of trust
- Teaching techniques that work
- Helping people get in their ZONE
- Process coaching
- The three step process
- The six Cs of effective coaching
- Opening closed minds

### **Sessions include:**

- **Supportive Quotes to Reinforce Ideas**
- **Self-Evaluation Checklists**
- **Action exercises to apply new skills or current knowledge**
- **Coaching Tips**
- **Motivational Minutes**
- **Feedback Sheets to Track Progress**
- **A Coaching Plan of Action for immediate and ongoing results.**

### **Benefits**

**Improved Results**  
**Better Morale**  
**Energized People**  
**Less Frustration**  
**Deadlines Met**  
**Clear Communication**  
**Improved Quality**

**Increased Motivation**  
**More Cooperation**  
**Accelerated Change**  
**Fewer Mistakes**  
**Higher Trust Levels**  
**Keep Key Employees**  
**Better Customer Service**

### **Coaching for Improved Performance & Results**

helps leaders narrow the gap between potential and performance on their teams.