

**Course Overview:**

In this workshop we develop a manager's skills to coach and counsel employees effectively, to improve job performance and motivate people. Participants learn how to identify coaching needs and follow a step-by-step guide to coaching. They learn how to effectively communicate performance expectations, how to give positive and negative performance feedback, how to provide coaching follow-up and support and how to measure performance results.

**Course Objective:**

- Establish clear performance goals and objectives
- Provide specific, timely feedback related to both good and poor performance
- Encourage people to take initiative
- Encourage involvement and build commitment
- Expand their team's ability to achieve goals
- Address work-habit issues firmly, fairly and consistently

**Course Outline:**

- The difference between coaching and counseling
- Coaching process
- Morale and team commitment
- Leadership skills and abilities
- Motivation of employees with non-monetary rewards
- How to safely and legally discipline employees
- Productivity of both individuals and teams
- Powerful communication skills
- Angry and emotional employees
- Establish confidence and trust with your employees

**Who Should Attend:**

Executives, managers and supervisors who want to increase employee productivity and morale while building stronger teams through more effective coaching and feedback.

**Training Language:**

English

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation