

HELPING EMPLOYEES SHINE: COACHING & FEEDBACK

Program Description

Overview:

The key component of any manager or supervisor's job is to help employees be successful. Paul Bryant said, "No coach has ever won a game by what he knows; it's what his players know that counts." That's certainly true in the workplace, too! No matter what the industry or job, employees across the board say effective, on-going feedback is key. In this interactive program, we will discuss what you can do before, during, and after coaching to ensure you are truly helping your employees shine!

Objectives:

As a result of this program, you should be able to:

- Identify the things that need to be done before, during, and after coaching an employee.
- Describe the differences between formal and informal coaching.
- List high impact questions that will get the employee talking.
- Handle objections you may receive from employees during a coaching session.
- Use a tool to help you document coaching sessions.

Length: Workshop: 3-4 Hours

Participant Materials: Handout & Miscellaneous Tools