



>>Coaching to Enhance Employee Performance I

A 2 day course, with 8 hours of training per day.

This is an interactive coaching program that guides Company Owners, Managers and Assistant Managers on techniques on how to develop, coach and motivate staff to perform at peak levels. You will learn how to correct employees without undermining their motivation. You will create a vision at your meetings that will inspire feedback and motivation to attend them. You improve your organizations moral and create a workplace where employees are accountable and positively motivated. .

Who Should Attend:

Company Owners, Managers and Assistant Managers

Course Duration: 2 day program

Topics Covered:

- Developing Your Coaching Abilities - techniques on being a Good Coach
- Learn coaching techniques aimed at providing positive and constructive feedback
- Assess current situation: uncovering some key challenges related to goal setting
- Guide staff to set specific goals toward achieving mutually shared success- develop a shared vision
- Increase motivation to achieve these goals through teamwork with our business partners
- Define the process for coaching - i.e. do's and don'ts of coaching
- Practice these coaching techniques
- Identifying one's own natural leadership style
- Techniques to creating a more positive work environment
- Coaching techniques to overcome barriers and to creating positive teamwork through effective communication
- Guiding our employees to set and achieve desired goals
- Productive meetings - Coach and guide how to plan, prepare and execute effective staff meetings to develop internal and external customer relations

Course Objectives:

This course will equip the participant with skills to effectively coach and guide employees with necessary tools to provide the best sales and customer service standards. To motivate the participants to immediately implement the tools they have learned. Increase sales, efficiency and productivity.

*A Positive Attitude
is Everything*

