

Coaching Skills and Managing Poor

Performance

The **aim of the course** is for delegates to **acquire practical skills in managing the performance of their staff**. Delegates are given opportunities to practice the coaching models in the 'safe' training environment and receive constructive feedback from colleagues. **The 'managing performance' section lifts the lid on an area not encountered very often by team leaders.**

A variety of **training methods** are used on the course, **including group discussion, questionnaire analysis, syndicate work, practical demonstrations and 'skill practice'**.

A feature of the programme is the **use of a knowledge/Skill Checklist- a list of the knowledge and skills being developed on the programme.**

Objectives

Acquire practical skills in managing the performance of your staff

Rate yourself at the start and finish of the course to establish the extent to which you have benefited from the course.

Get analysis of your strengths, highlighting any further development needs

Audience

This course is designed for **Managers who deal with performance reviews.**

Duration

This is **one day Coaching Skills and Managing Poor Performance** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you.**

Location

Our **Coaching Skills and Managing Poor Performance** course can be run at **our training venue near Liverpool Street (London)** or any preferred location in the **UK or Europe.**

Coaching Skills and Managing Poor Performance Course Outline

Define the term coaching and understand the difference between coaching and training

Explain the benefits to the business of effective coaching

Apply effective questioning techniques using the T.E.D. mnemonic

Understand the G.R.O.W. method of coaching

Apply the coaching technique to practical business situations

Implement a strategy to 'nip performance issues in the bud', and therefore, minimize disciplinary situations arising

Understand when poor performance situations become a disciplinary

Explain why a disciplinary procedure is necessary

Explain the key stages of ADP procedure

Appreciate the legal consequences of poor implementation of the disciplinary procedure

Prepare, structure and conduct a disciplinary interview

Delegates will produce an Action Plan