

# Coaching Job Skills

*“I do a lot to motivate the team to meet our department’s quarterly targets, but is that really job-focused coaching?”*

Managers are responsible for so much these days – hiring staff, meeting budget targets, and achieving department goals. It would be easy to simply ignore individual job task coaching. Shouldn’t managers spend their time driving team performance and not developing individual performers?

For over 20 years, we’ve helped thousands of organizations equip managers with the skills they need to succeed. Our experience is that a manager’s coaching skills have a direct impact on business results. Managers who care enough to both help and train their team members elicit cooperation, win team member confidence, create more successful business units, and ultimately impact an entire organization’s success.

## Impact

**Managers and team leaders will be able to:**

**Understand** what coaching is, why it is important, and how it supports individual and company goals.

**Prepare** for a coaching session by using observation and analysis to build a plan for a successful dialog.

**Hold** a coaching conversation that improves an individual’s performance and increases productivity.

**Use** coaching as a way to build a valuable sense of teamwork between the team leader and team member through communication, shared goals and collaboration.

**Coaching Job Skills** provides the tools necessary to successfully coach individuals to perform a job, a task, or a skill. In order to achieve results, coaching must go beyond just showing how to do something. Coaching involves observing, analyzing demonstrating, and giving feedback. It’s a process of developing relationships with team members - relationships that ultimately can build the trust and respect that are the foundation of successful organizations.

## Program Description

**Coaching Job Skills** helps managers learn how to effectively coach individuals through a process of observation, analysis and communication. By carefully planning one-on-one discussions, managers can have the greatest impact and gain individual commitment to achieving results. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills and receive immediate feedback. Managers leave the workshop with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for 6-18 participants and includes the following:

- Understanding Job Skills
- Learning the Coaching Process
- Identifying Coachable Performance Problems

## Course Materials

### **Facilitator Guide**

- *Complete instructions on how to conduct the workshop.*
- *Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.*
- *Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.*

### **Participant Workbook**

- *Exercises, forms, skill practice aids, and a video synopsis.*
- *Job Aids section with tools and resources for applying the skills learned in the workshop.*
- *Memory Jogger Card providing a handy reminder of the workshop's skill points.*

### **Video**

- *Introduction followed by a scenario displaying positive use of the skill points discussed in the program.*
- *Video segments focusing on modeling positive behaviors for skill practices.*
- *Scenarios in both office and industrial settings.*

## About Workplace Results LLC

Workplace Results LLC works with organizations to help them hire, train, and retain loyal and productive employees. We work in all industries, including manufacturing, health care, education, government, corporate, and small business. Using Vital Learning's award winning programs and other assessments, we offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let us help you take the first step toward creating successful managers and more productive and profitable teams.