

retail business



COACHING FOR PERFORMANCE

DURATION: 1 Day

OVERVIEW:

The old saying of “managers get things done through others” means that we are dependent on our staff for achieving results. How do we ensure that they do things like we would, if we only had the time to do it ourselves!

These skills will enable you to get staff to do what you want, how you want (if not better), when you want, whilst keeping them motivated and committed.

EXPECTED OUTCOMES:

Managers will confidently communicate with staff so:

1. They know:
 - What's expected of them
 - What they are doing well and should continue to do well
 - Where they need to improve and how they can improve
2. They are motivated and committed.

CONTENT:

- The performance Management Cycle
- The manager as “coach”
- Setting performance standards (what and how to do things to the highest standard)
- Monitoring performance and “collecting the evidence”
- Giving effective feedback – encouraging continued good performance and addressing sub-standard work