



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Leadership—**

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

- **Human Resource Management—**

Manages the process for aligning human capital with organizational goals.

- **Accountability—**

Demonstrates personal responsibility. Holds self and others accountable for outcomes that are in alignment with the direction of the organization.

RELATED COMPETENCY CATEGORIES:

- **Professionalism—**

Projects an image of maturity and integrity that creates credibility.

- **Influence—**

Consistently directs situations and inspires people for an all-win environment.

Coach for Performance Improvement

SUMMARY

Coaching is about providing support and advice to help an individual recognize ways in which they can improve their effectiveness and performance. Coaching has traditionally been employed to help a poor or struggling performer improve. Now it is recognized as a solid methodology for encouraging strong performers to grow and improve even faster. Effective leaders use coaching to provide direction, instruction, and training to help their team members grow skills and achieve objectives.

CONTEXT

Accountability starts with clearly defined performance objectives, and the leader measures individual and group contributions against that end, working diligently to close the gaps. Holding others accountable to their goals provides opportunities for growth, learning, and ongoing motivation.

The tools provided in this module close the gap between expected performance and actual results. After completing this session, you will coach for improved performance following a step-by-step process.

At the completion of this module, participants will be able to:

- Describe the Cycle of Growth and Change and how it relates to training
- Identify additional approaches to develop people
- Apply the steps of the Coaching Process to improve performance in others

“Use encouragement. Make the fault seem easy to correct.”
—Dale Carnegie