Coaching for Peak Performance  
(formerly Coaching for Success and Coaching for Improvement)

**Overview**

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations, or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance. By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

**Target Audience**

Frontline leaders

**Learning Objectives**

By the end of the workshop, participants will be able to:

- Increase the agility and impact of their coaching.
- Make the most of each coaching opportunity.
- Provide input to help team members gain timely insights into their work.
- Enhance the confidence and competence of their staff on an ongoing basis.
- Build an engaged workforce that feels challenged and valued.

**Competencies**

- Coaching
- Communication
- Gaining Commitment

**Course Content**

- **What is Coaching?:** Facilitator shares the definition and characteristics of both proactive and reactive coaching. Learners are divided into two teams to debate the impact of each type of coaching on people, productivity, and profitability. After reviewing the three types of coaching and thinking about where they spend most of their time, participants identify and record their own coaching situations.

- **Interaction Essentials and Coaching Techniques:** Learners engage in a competitive quiz on their knowledge and understanding of the Interaction Essentials in the context of proactive and reactive
coaching. They learn about and explore the coaching techniques in more depth by rotating through three self-discovery learning stations.

- **Case Study Coaching Situations:** A case study is introduced in which a leader is preparing for two difference coaching situations – one proactive and the other reactive. Participants watch a video of a leader conducting a proactive coaching situation and provide the leader with STAR feedback. Learns provide advice to the same leader, who is now preparing for a reactive coaching discussion. Participants watch the leader use the skills and then provide feedback.

- **Skill Practice:** Learners prepare for and conduct three rounds of skill practice using their own coaching situations.

**Course Content (cont.)**

- **Closing Reflections:** Working individually, participants reflect on how they will apply what they have learned on the job and outside of the workplace. Learners share their responses with the large group and the facilitator highlights any patterns that emerge.

**Format / Length of Course**

Format: Classroom  
Length: 4 hours

**Cost**

$60 per participant for materials

**Required**

Manager Development Program  
Supervisor Development Program

**Prerequisites**

Communicating for Leadership Success (formerly Essentials of Leadership)

**Related Workshops**

Managing Performance Problems

**Pre-Work Required?**

No
Manager Actions Required

Pre-Class:
• Talk with your employee about strengths and developmental opportunities related to the competencies.
• Relate the information from the course to their job specific responsibilities.
• Ask the employee how they believe they will benefit from the workshop.

Post-Class Support:
• Have a discussion with the employee about their impression of the workshop.
• Help the employee identify situations where they can apply the course content.
• Give the employee feedback about how they are demonstrating the behaviors.