Reference Material

While requesting for additional reference material, always mention Title and Reference of the document.
Please ensure you provide your name, company email address, your title, name of company and your phone number.
Only 5 documents can be requested at a given time.

Title	**Coaching Employees to Improve Performance**
Ref	Tat_RL_2018_508 - Soft Skills

Coaching Employees to Improve Performance
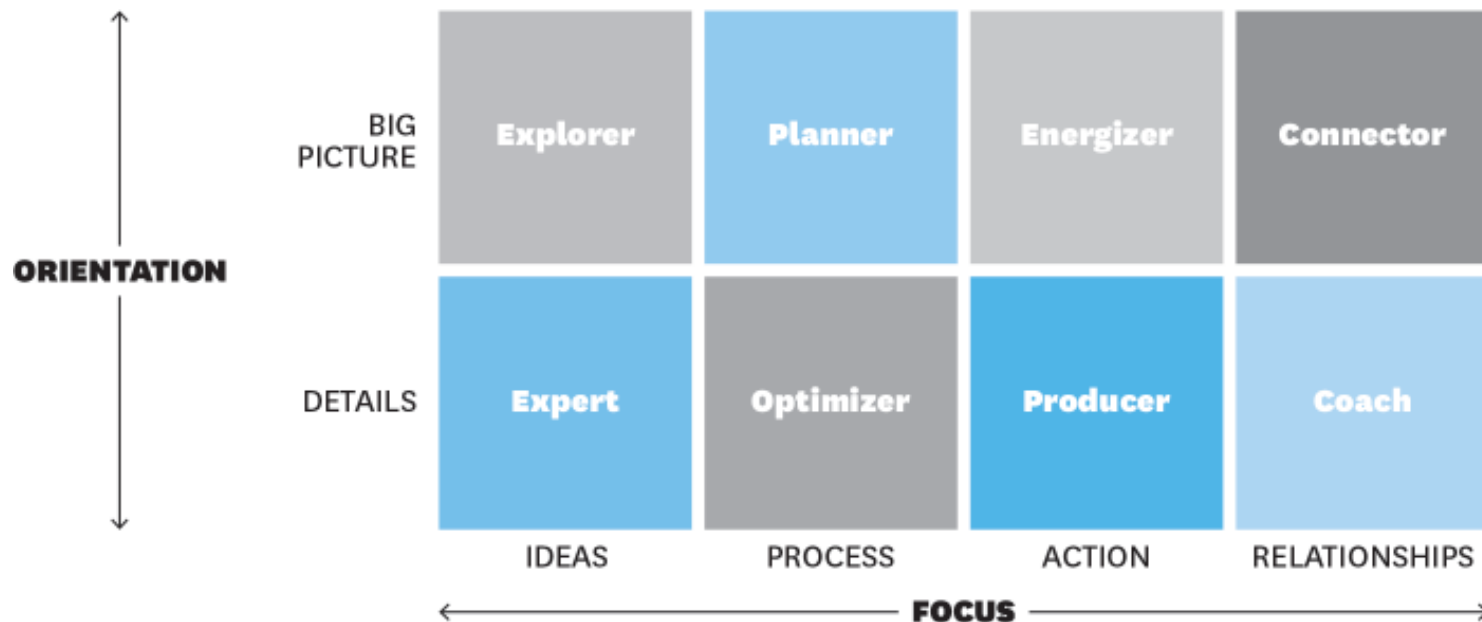
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Course Objectives

- Recognize the unique thinking styles represented on a team and how to provide feedback that is understood and appropriate to each
- Discover how to give clear directions and effectively delegate
- Learn how to use active listening techniques to hear what employees are communicating
- Discover strategies for responding to and managing unsatisfactory employee behavior
- Learn to reduce time-wasters and energy drainers that discourage team productivity

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Recognize the unique thinking styles represented on a team and giving appropriate feedback

What's Your Workplace Thinking Style?

First, choose your usual area of focus. Then match that to whether you tend to consider the big-picture view or the details.

ORIENTATION				
BIG PICTURE	Explorer	Planner	Energizer	Connector
DETAILS	Expert	Optimizer	Producer	Coach
	IDEAS	PROCESS	ACTION	RELATIONSHIPS
	FOCUS			

SOURCE MARK BONCHEK AND ELISA STEELE

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Giving appropriate feedback

1. Pick the appropriate setting.
2. Provide more positive than negative feedback.
3. Don't wait.
4. Get specific.
5. Be inclusive.
6. Document.

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Give clear directions and effectively delegate

1. Don't assume they know what you mean
2. Be clear and specific
3. Give time frames
4. Give examples
5. Give alternatives
6. Set boundaries
7. Give the opportunity for clarification

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Use active listening techniques to hear what employees are communicating

1. Show that you care
2. Engage yourself
3. Be empathetic
4. Don't judge others
5. Be expansively mindful
6. Don't interrupt

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#8

Strategies for responding to and managing unsatisfactory employee behavior

1. Problem identification and analysis.
2. A constructive discussion of problem behaviors with the employee.
3. Anticipation of the employee's likely reaction and an appropriate response to the employee's actual reaction to the discussion.
4. Documentation of the discussion.
5. Follow-up with the employee.

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Reducing time-wasters and energy drainers that discourage team productivity

Common time wasters are:

- Emails
- Meetings
- Online Distractions
- Colleague Interactions
- Motivation (or rather, a lack of)
- Disorganization
- Unnecessary procedures

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Questions or Concerns?

Contact our qualified and experienced trainers at Tatweer today!

END