

AAIM Course Description



Successful Coaching Skills

Coaching is an integral part of success at all levels of management. As a supervisor, you are only as good as your people and the work they produce. Coaching is a highly visible and positive demonstration of your commitment to ongoing personal development and performance improvement. Your coaching can range from less formal, day-to-day feedback, to a very structured and formalized process. Regardless of the formality and approach, successful coaching requires an effective blend of clear expectations, goal setting, monitoring, feedback, and ongoing communication.

At the end of this course you will be able to:

- Recognize specific coaching “targets” and opportunities
- Develop general coaching strategies based on an employee’s skill and motivation levels
- Identify the personal motivators of individual employees
- Provide better day-to-day performance feedback
- Effectively address and discuss performance issues/problems
- Recognize when and how to utilize a more formal coaching process
- Develop employee coaching/development plans

Topics that will be covered:

- The Coaching Continuum—From Day-to-Day Feedback to Performance Appraisals
- Coaching Needs and Opportunities of Individual Employees
- Using a More Strategic Approach to Your Formal and Informal Coaching
- Recognizing “Coachable Moments” and Delivering Better “Curbside” Feedback
- Developing & Implementing Practical Coaching Plans
- Facilitating Productive Formal Coaching Sessions

Prerequisites: Managers, supervisors, and team leaders who are responsible for coaching and developing the performance of other employees, and who want to improve their day-to-day feedback and coaching skills.

Advanced Preparation: There is no advanced preparation for this course.

Competencies: Developing Others, Performance Management, Coaching

Delivery Method: Group-Live | **Course Level:** Basic | **Duration:** Full-day

Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.