

# Coaching for Performance

**A workshop to gain basic coaching skills for effective performance based conversations with team members.**

As managers and leaders we need to be able to facilitate effective performance in our teams and individual team members. Performance is not prescriptive: It can't be done *to* a team or to an individual. It is facilitative— it can only be done *with* the team and the individual team members. The skills to do this are not always clearly defined and often not taught in many organisations. A coaching approach to engaging and motivating staff for improved performance has been demonstrated to be highly effective in changing behaviours and improving goal attainment at an individual and team level.

Participants in this workshop will gain skills in understanding when a coaching approach is appropriate; the principles of effective goal setting and measurement; how to develop a flexible and facilitative communication style; and how to have solution focused conversations with their team members.

Skilled use of the solution-focused approach has been shown to foster higher individual and team levels of engagement, autonomy, accountability and performance.

## **DELIVERY**

The workshop will be a blend of contemporary cognitive behavioural theory linked with hands-on practical exercises.

## **WHO SHOULD ATTEND THE COURSE?**

People either currently or potentially in roles managing, either directly or indirectly, other staff members wanting to develop more efficient and effective ways to maintain or improve staff performance.

## **WORKSHOP OUTLINE**

### **Coaching**

- What is coaching?
- Coaching and training
- Coaching and mentoring
- Evidence based coaching

### **Goal Theory and Application**

- What does a good goal like?
  - Goal concordance
  - Goal hierarchies
  - Goal conflict
  - Performance goals v learning goals
  - Measuring goal attainment

## **Local Government Training Institute**

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## The Solution Focused Approach

- Solution Focus versus a problem focused approach
- Who is the expert?
- Flexibility on the coaching continuum – directive or facilitative?
- Reframing problems – the role of the coach as a model
- Uncovering coachee resources – what is currently working?
- Solution focused questioning – a quadratic approach: “How?” versus “Why?”
- Frameworks for solution focused conversations – GROW, REGROW, CIGAR
- Action Plans – “If it ain’t written, it ain’t coaching!”

## The Process of Change

- Models of change
- Focus on the Transtheoretical model (TTM) of change – practical applications
- Using the TTM of change to guide the type of conversation and outcomes

## **REGISTRATION**

To register for this workshop (being held at Local Government Training Institute), please complete a **registration form** at <http://www.lgti.com.au> and **submit online**; alternatively you can **fax** to Local Government Training Institute on **(02) 4966 0655**.

## **COURSE ENQUIRIES**

Course enquiries may be directed to the Business Development Team on (02) 49 222 333.

Alternatively you can contact your dedicated Client Coordinator for a Quotation to hold this training at your work place.

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