

Performance Based Coaching™

OVERVIEW

“One Size All”—fits no one well and everyone poorly! And one size fits all performance coaching fits employees worse. Every individual does not relate well to the same style of coaching and performance feedback. Research confirms that performance coaching must vary with the individual and the situation in order to maximize performance levels and maintain strong manager/employee relationships.

Coaching is the most critical activity for managers and supervisors to get a return on the investment of their time and influence—the two resources they have for managing the performance of others. The quality of this influence is dependent on the ability of the manager to be flexible in the way they coach performance.

Managerial flexibility is determined by how well a manager utilizes behavior patterns that consist of specific behavioral paradoxes (behavior traits that on the surface seem opposing) that must be understood and mastered in order to improve their coaching style range and accurate performance assessment. Behavioral paradoxes that impact a manager's influence ability include:

- *Authoritative behaviors and Collaborative behaviors - balancing individual decision making with shared decision making.*
- *Enforcing behaviors and Warmth/Empathy behaviors - willingness to hold people accountable, yet expressing positive feelings and affinity towards others.*
- *Analytical behaviors and Intuitive behaviors - using facts and evidence to assess performance, while simultaneously using personal 'hunches' and gut instincts.*

Performance Based Coaching™ is a process that organizes behavioral choices into a tactical model for effective performance coaching—and provides a framework that recognizes employee performance differences, instructing managers on how best to adapt their behavior accordingly. Without mastery of the influencing behavioral paradoxes managers are left with “reactive” approaches to performance management.



PROCESS

This challenging and highly engaging workshop includes personal assessments, case studies, coaching simulations, and performance diagnostic activities. This innovative workshop is powerful and pragmatic and based on a simple model of how to adapt coaching behavior—why and when!

BUSINESS RESULTS

- Clarity and alignment of performance expectations.
- Improved performance diagnostic skills regarding results and motivation.
- Performance driven coaching behavior adaptability.
- Dealing with performance problems—quickly and effectively.
- Improved individual and work group performance.
- Positive impact on employee motivation and retention.
- Improved manager/employee relationships.