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We Need To Talk: Coaching Problem Employees

Address staff performance issues in a uniformed coaching session!

There's more to coaching your employees than just giving a simple "pep talk." Without honing in on exactly what your employees are saying, or coming to an organized agreement on how things should be handled, a "simple" coaching meeting could end up being just as counter-productive as doing nothing at all. Instead, learn to coach in a way that ensures a positive influence on your employees' work performance, without upsetting your employees, or losing them over an issue handled incorrectly.

For self-study and group situations, this unique and dramatic case study-style video presents typical workplace dramatizations that will prepare managers for handling all the difficult issues, emotions, evasions, and diversions that often get in the way of employee achievement on a daily basis. Six sensitive and detailed steps, plus the key counseling techniques presented in **We Need to Talk** comprise a successful agenda for facing employees who need a boost in their attitude and performance!

Synopsis

Set in two different environments; this video incorporates two typical business scenes. The first segment, featuring Maria and Ray, looks at the structure of the performance counseling meeting and then explores the main interpersonal skills and techniques managers should use. The second segment sets up an actual performance counseling meeting between Alan and Steve to show viewers how the strategies should unfold for a positive outcome.

How-To Training Points:

- Plan a "performance coaching" meeting
- Invite self-appraisal from the employee
- Observe for employee "clues"
- Explore potential causes and focus on the issue
- Form a planner to stay on track
- Learn six key coaching techniques

Length:

23 minutes

Training Package Includes:

Training Leader's Guide

Self-Study Book *Improving Workplace Performance Through Coaching*

Price:

Lease/Purchase \$625