

## THE COURAGE TO COACH - A Common Sense Approach to Confronting Difficult Employee Performance Issues

Effective coaching is the single most important factor in employee development today. This program turns common sense into common practice with a four-step process that can be applied to any employee performance situation. An award-winning video, hands-on workshop activities and a realistic range of tough employee performance situations make this program ideal for organizations committed to supervisory success. Version for retail audiences features scenarios specific to the demands of a fast-paced, customer-driven workplace.

### About the Program:

An inherent part of being a manager or supervisor is dealing with tough employee situations. Sometimes it just seems easier to ignore the problem, rather than take the time and courage to confront the situation and get the employee back on track. *The Courage to Coach* outlines a specific four-step process for coaching that will work in any employee performance situation. It begins with a critical first step—call it like you see it. You will also learn how to reach an agreement on the problem, develop an action plan for correcting the problem and follow up with the employee.

### After completing the Workshop, participants will be able to:

- Start a coaching conversation
- Coach an attitude problem
- Coach an employee who won't take you seriously
- Ask a good performer to do more
- Document actions with an employee who's not getting the message

### Program Helps Organization:

- Increase manager effectiveness
- Enhance employee job satisfaction
- Minimize potential lawsuits

### Great for Training On:

- Coaching
- Supervision/Management Skills
- Performance Management
- Performance Appraisals
- Communication Skills

☆☆☆☆ Training Media Review's Highest Rating  
- Chosen one of the Top 10 Training Programs for 2000

**Target Audience: Managers and Supervisors**

**Course Length: 2 and 5 Hour Options**

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