



## *Coaching for Performance Improvement*

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### **Short Description of the Presentation:**

Do you have any employees that are underperforming? Disengaged employees are one of the biggest concerns facing management today. How do you "fix" the problem? Well one way is through coaching....but few of us really know how to coach. The good news is that this month's presentation will provide the foundation stones needed in order to effectively coach your employees to their next level of productivity.

### **Key Points:**

When it comes to coaching, there are some basics that need to be understood.

#### **All Employees Are in One of These Six Stages of Change**

- Pre-contemplations - People who are NOT considering change
- Contemplation – Persons that understand a problem exists but are uncommitted to change
- Preparation – People considering change already, but need encouragement
- Action stage – Employees that are actively putting plans in place to make a change
- Maintenance – These people know what they have to do...and are doing it!
- Termination/Completion – This marks the end of the coaching process where change has actually taken place

#### **When Should Coaching Be Used?**

#### **What Coaching Is and Is Not**

#### **What Is Required for the Coaching Process?**

#### **Five (5) Ways to Obtain the Employees Buy-in That Change Is Necessary**

#### **How to Gain the Employees Commitment to Change**

#### **Five Methods That Can Be Used to Uncover Target Behavior that Needs to Change**

- Coaching/questioning process
- Have the employee make a short list of issues
- Have the employee self-access by keeping a journal