

# Friesen, Kaye and Associates



**Friesen, Kaye and Associates**  
The Experts in Knowledge Transfer  
and Workplace Performance

## Coaching High Performance

The learning event is over; people are returning to their jobs and their performance will improve - right? Not necessarily! Performance will only improve if the new skills and knowledge are supported back on-the-job. Managers, supervisors and peers need a coaching framework that continuously nurtures improved individual performance.

This highly interactive program will give you the coaching skills and strategies you need to achieve better results and reach your organizational performance goals.

### Who Should Attend?

- Managers, directors, supervisors, or team leaders who want to improve employee performance
- Senior learning and development staff and performance consultants responsible for assisting management with performance and productivity improvements.

### Key Benefits

1. Use effective coaching to leverage formal learning and improve ROI for your organization.
2. Develop coaching strategies to continuously improve day-to-day operations.
3. Practice your new coaching skills in a series of realistic situations.
4. Get expert individual feedback as you build your coaching skills.
5. Return to work ready to immediately apply your new coaching skills and strategies to help employees improve their job performance.
6. Take home a comprehensive manual packed with jobs aids and reference materials that will help you address future performance issues.

### Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- Transfer Strategy: one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- One-Year Hotline: connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

*"Polished workshop which I will recommend to other coworkers. I can't wait to take another FKA workshop."*  
R Bocker G.M. Powertrain

# Coaching High Performance

## Objectives

Upon successful completion of this program, you will be able to:

- Identify the benefits, characteristics and methods of coaching.
- Explain the roles and nature of coaching.
- Identify your current abilities as a coach.
- Describe why and how people learn.
- Create a coaching plan.
- Use a coaching process to increase learning transfer and performance.
- Create rapport with individuals being coached.
- Listen for understanding.
- Use effective questions in a coaching situation.
- Generate awareness and responsibility in individuals being coached.
- Provide reinforcing and constructive feedback to individuals being coached.
- Achieve agreement.
- Identify guidelines for effective distance coaching.
- Identify problem-solving approaches and related techniques to help individuals being coached overcome obstacles.
- Facilitate coaching meetings.

## Agenda

### Day One

- Principles and Practices
  - Benefits, Skills and Attitudes
  - Learning Styles
  - Coaching Styles
- Roles and Methods
  - Coaching High Performance Model
  - Learning Transfer and Performance

### Day Two

- Coaching Skills
  - Observing and Creating Rapport
  - Listening
  - Questioning
  - Feedback
  - Agreement
- Distance Coaching
- Problem Solving Models
- Conclusion

