



# Performance-Driven Coaching Skills PROGRAM

**SIGN UP NOW!**

**Call : 012-6887430**

**Email : [admin@thinkglowresources.com](mailto:admin@thinkglowresources.com)**



In today's dynamic and fast-paced work environment, many organizations find it challenging to optimize employee performance and engagement. Managers often struggle with balancing the demands of achieving organizational goals while nurturing their teams' development. Lacking effective coaching skills, this equilibrium can be difficult to achieve, leading to a cycle of disengagement and underperformance. Employees may feel unsupported, resulting in decreased morale and productivity, which ultimately impacts the organization's success.

**Performance-Driven Coaching Skills Program** offers a solution by equipping managers with the necessary skills and mindset to become proficient coaches. Through performance-driven coaching, both managers and their teams can achieve their fullest potential to drive measurable results, enhance productivity, and foster a culture of continuous improvement. This transformation leads to more engaged and motivated employees, reducing turnover and increasing retention of top talent. The organization benefits from higher performance metrics, greater innovation, and stronger teamwork. Ultimately, these improvements contribute to the organization's overall success, boosting its competitive edge, increasing customer satisfaction, and driving sustainable growth and profitability.

## Objectives

**This program will empower participants to:**

- Develop the skills and mindset to effectively coach their teams, enhancing overall team performance and engagement.
- Foster a supportive leadership style that encourages continuous improvement and development among team members.
- Confidently apply coaching techniques in their daily interactions, leading to measurable improvements in performance and morale.

## Who Should Attend?

- Project Managers to improve team performance.
- Sales Team Leaders to boost sales and team motivation.
- Customer Service Managers to enhance service quality.
- Technical Leads to develop team skills.
- HR Managers to boost performance and engagement.

## Mode of Delivery

- Physical Classroom
- Virtual

## Learning Outcomes

- Distinguish between coaching and managing, adopting a coaching mindset.
- Apply key coaching responsibilities: setting expectations, providing feedback, and motivating team members.
- Develop personalized development plans to enhance individual skills and competencies.
- Implement coaching techniques to boost team collaboration, innovation, and problem-solving.
- Measure the impact of coaching on performance metrics, employee engagement, and retention, demonstrating a positive ROI.

# Program Outlines (2 Days)

## MODULES (Day 1)

1

### Introduction To Performance-Driven Coaching

This module introduces the fundamentals of coaching in the workplace, emphasizing a shift from directive management to supportive leadership, essential for fostering team growth and development.

2

### Building A Culture of Performance Coaching

This module teaches effective implementation of coaching principles to drive team development and organizational success through enhanced communication, goal-setting, feedback, and continuous improvement.

3

### The Importance of Coaching for Performance Improvement

Participants explore how coaching directly impacts performance metrics and promotes a culture of continuous improvement, crucial for achieving organizational goals effectively.

4

### Embedding Coaching In The Performance Cycle

Integrates coaching seamlessly into the performance management cycle—planning, monitoring, reviewing, and rewarding—to enhance productivity, motivation, and goal achievement among team members.

Develops essential coaching skills such as active listening, powerful questioning, and effective feedback delivery, enabling participants to build trust and rapport while guiding their teams towards peak performance.

Participants learn to apply proven coaching models GASC1 to tailor coaching sessions to individual and team needs, ensuring alignment with organizational objectives and maximizing impact.

Teaches participants how to apply coaching techniques in real-time performance discussions, fostering a supportive environment for setting goals, providing feedback, and driving continuous improvement.

Offers hands-on practice sessions where participants can apply learned skills, receive constructive feedback, and refine their coaching abilities, preparing them to confidently lead and inspire their teams.

### Core Coaching Skills

5

### Application of The Coaching Model

6

### Applying Coaching Skills in Performance Conversation

7

### Skill Practice for Performance-Driven Coaching

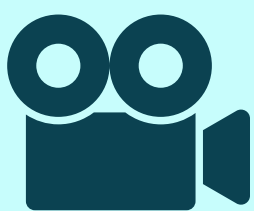
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## MODULES (Day 2)

## Methodology



Interactive lecture



Video and debrief



Case Study



Action Learning



Skill Practise



Q & A related to real work issues

