



STEVE FRIEDLAND ASSOCIATES

MANAGEMENT CONSULTING • EXECUTIVE COACHING • TRAINING

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Coaching Skills for Improving Employee Performance

This interactive workshop provides participants with key knowledge, skills, tools, and resources to learn how to assess performance gaps and then effectively use communication and coaching skills to engage employees in identifying and implementing action plans that result in performance improvement.

Key topics include:

- Preparing and conducting a performance gap assessment.
- Determining whether a performance or workplace issue is appropriate for using a coaching process.
- Preparing for a coaching session.
- Facilitating key steps in conducting a coaching session with an employee.
- Developing a performance improvement and action plan.
- Monitoring and modifying performance improvement plans.

As a result of this workshop, participants will learn how to assess a performance issue, prepare and facilitate a performance improvement coaching session, and develop a performance improvement action plan.

CORE COMPETENCIES: Coaching, Communication, Conflict Management, Decision Making, Facilitation, Performance Management, Problem Solving, and Supervision.

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“In my 32 years of attending many classes, trainings, retreats, or in-service programs, in my memory Steve’s program was the only one I would rate as up in the 90’s. Great—Thanks!”