

## Coaching, Counseling and Mentoring To Maximize Employee and Team Performance

Managers care about the growth and development of their employees so that work is meaningful and productive. This workshop provides managers with the necessary techniques, skill sets and tools to help employees and teams become more effective, competent and able to maximize their own potential.

### Benefits

Upon completion of this program, participants will be able to . . .

- Know the difference between coaching, counseling, directing, leading, mentoring and managing, and when to use each
- Learn specific coaching techniques to maximize employee and team potential
- Establish the framework to discuss employee's growth and development
- Learn reflective questioning techniques to facilitate effective dialogue
- Explore techniques to provide a highly positive and proactive work environment where employees can grow and thrive

### Topics

#### UNDERSTAND LEADERSHIP ROLES

- Learn the differences between leading, managing, directing, coaching and mentoring
- Understand differences between counseling and correcting performance
- Understand how and when the use of each role is appropriate

#### DYNAMICS OF HUMAN NATURE

- Learn how personality types impact relationships
- Understand employees' workplace needs
- Four stages of employee development

#### COACHING AND MENTORING SKILLS

- Learn questions to encourage and optimize dialogue
- Develop reflective techniques to gain insight
- Learn tools and techniques for effective coaching
- Teach critical thinking skills

#### COUNSELING/CORRECTING SKILLS

- Understand counseling techniques to redirect performance
- Learn techniques and tools for effective counseling

#### LISTENING AND GIVING FEEDBACK SKILLS

- Listen for specific words and behaviors
- Learn probing techniques for discovery and understanding
- Learn feedback guidelines

### Formats

This one-day format provides participants with the tools for developing coaching, counseling and mentoring skills while understanding the appropriate situations for each. Time is included for experiential exercises and skill set practices working in small groups.