

Coaching Job Skills

Course Summary

Coaching Job Skills teaches managers a process of observation, analysis and communication to help them learn how to effectively coach team members. The program teaches managers how to identify performance problems, which performance problems can be resolved by coaching and how to solve performance problems. By carefully planning one-o-one discussions, managers can support and improve each team member's commitment to achieving results.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings