

Coaching for Improved Performance & Results

Enhancing the Human Connection

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Improving Performance & Results

- The relationship between performance and results
- Why people don't perform the way we want
- Barriers to effective individual performance
- Barriers to effective team performance
- The role of coaching in winning performance

The Magic of Motivation

- Why people act the way they do
- What people want --- and need
- How to bring out the best in people
- How to energize people
- Characteristics of a motivator
- Types of motivation
- Improving morale

Communicating Effectively

- What effective communication looks like
- How to improve communication
- Barriers to effective communication
- The role of active listening
- The role of words, questions, and phrasing
- Dealing with negative people and resistance

Clarifying Goals and Expectations

- Getting people to perform up to your expectations
- Benefits of setting goals
- Why people resist setting goals
- Goal setting principles and how to apply them
- Knowing what goals to set
- Stamping out uncertainty
- How to get goals specific
- The goals process
- Types of goals
- How to keep the goals process alive
- Setting priorities
- Communicating goals and expectations to your team

The Role of Positive Reinforcement

- Benefits of appropriate feedback
- How to celebrate successes...including improvement
- Types of feedback
- The role of scorekeeping in feedback

- Principles of effective feedback

Keeping Score

- What we can learn from the world of sports
- Benefits of keeping score
- Defining winning on your team
- Insight precedes change... the role of stats
- Using resources effectively
- Getting feedback on your performance
- How to know what to keep score on
- Ways of keeping score
- Scorekeeping principles

Coaching for Results

- Characteristics of effective coaches
- Establishing appropriate levels of trust
- Teaching techniques that work
- Helping people get in their ZONE
- Process coaching
- The three step process
- The six Cs of effective coaching
- Opening closed minds

Sessions include:

- **Supportive Quotes to Reinforce Ideas**
- **Self-Evaluation Checklists**
- **Action exercises to apply new skills or current knowledge**
- **Coaching Tips**
- **Motivational Minutes**
- **Feedback Sheets to Track Progress**
- **A Coaching Plan of Action for immediate and ongoing results.**

Benefits

Improved Results
Better Morale
Energized People
Less Frustration
Deadlines Met
Clear Communication
Improved Quality

Increased Motivation
More Cooperation
Accelerated Change
Less Mistakes
Higher Trust Levels
Keep Key Employees
Better Customer Service

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