

# Performance Coaching in the Workplace



**Ideal for the front-line sales coach to improve the sales results for their sales teams**

The one day workshop explores coaching and how this management tool can drive performance in the workplace.

Very practical and full of “use the very next day” tactics and techniques that will turn the manager or team leader into active coaches empowering staff.

The workshop takes three classic manager interventions – dealing with staff queries, observation and feedback and conducting 1:1s – and shows how adopting a coaching style can enhance their effectiveness.

The salt and pepper of coaching i.e. questioning and listening skills are covered in depth alongside a feedback model, the GROW technique and non verbal communication.

So three practical workplace scenarios will help you start coaching effectively the very next day. All mixed together with a variety of practical exercises and practice sessions to bring the skills to life and help you put coaching into muscle memory.

## The workshop will cover:

- What is coaching?
- Opportunities to coach
- Planning coaching
- Real-time coaching
- The GROW technique
- Questioning skills
- On the job coaching and feedback
- Non verbal communication
- 1:1s
- Listening skills
- Practice sessions

## Learning reinforcement

- A series of 8 MP3 podcasts over 90 minutes that you can listen to helping you to reinforce the learning points from the workshop.
- The podcasts are narrated by Paul Archer

General questions and queries from staff

Observing staff with customers and giving feedback

1:1 with staff to develop them

Demonstrations from you of best practice skills



**Call or email now to discuss how we can tailor the workshop for you**

**Archer**  
Training.com  
01452 730276  
07702 341769  
paul@paularcher.com  
www.archertraining.com