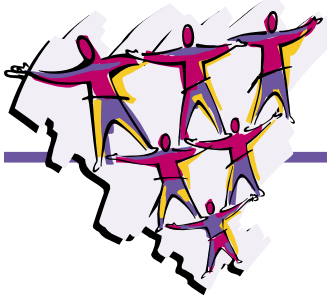


# Coaching Job Skills



## N. E. FRIED AND ASSOCIATES, INC.

Helping organizations create  
a stronger workforce, and  
coaching people to perform  
at their best!

### California Office

7564 Romeria Street  
Carlsbad, CA 92009

phone: 760-633-4444  
fax: 760-633-1044

### Ohio Office

5590 Dumfries Court West  
Dublin, OH 43017

phone: 614-766-9800

email: [info@nefried.com](mailto:info@nefried.com)  
[www.nefried.com](http://www.nefried.com)



## LEARNING

Take The Lead.

## SUPERVISORY TRAINING

### Objectives

Managers and team leaders will learn to:

- Understand the special nature of coaching; a one-on-one activity that involves showing a team member how to perform a task.
- Distinguish between performance problems that require coaching and those that can best be handled by clearer instructions or by other means.
- Understand the importance of observation and analysis before coaching a team member, since coaching, like all effective training activities, must be well thought-out and carefully planned.
- Involve the team member in the coaching process by asking questions and encouraging feedback.
- Increase team member accountability by setting up a review. Most often, more than one coaching session is needed to improve performance.

**Coaching for Improved Performance** has been revised and given a new name, **Coaching Job Skills**. This new program focuses on training team leaders and first-line managers on how to coach team members to improve their job skills, which in turn, improves the overall team performance.

Coaching is not the same as offering constructive criticism. Coaching goes well beyond this. An effective coach develops the potential of all team members through accurate and effective skill enhancement.

Most of us have been exposed to great coaches in our lives – someone who has a method or system to motivate and discipline team members in a positive way. Great coaches also build trust and gain the respect of their team members – which in turn, creates an atmosphere for high-quality productivity.

Behavior modeling, a proven training technique, is utilized by Vital Learning's **Coaching Job Skills** program. This technique provides a safe learning environment for your team leaders to observe, practice, and then apply the skills taught in this course. Upon completion of this course, your team leaders will have practiced skills that can be immediately applied on the job.

Boosting team members' morale is a major benefit of using good coaching skills. Team leaders, who care enough to both help and train their team members, elicit cooperation and win team member confidence. Team members who receive good coaching tend to be more loyal to their employer based on personal job satisfaction and the potential for job enrichment or advancement.

Prepare your team leaders today to deal with the challenges of tomorrow with **Coaching Job Skills**.

Continued on back

## Who In Your Organization Will Benefit?

Team leaders and first-line managers in both office and industrial environments.

## Description

Upon completion of this module, the team leader will have the tools to conduct a successful meeting with a team member on how to perform a job, task, or skill. The team leader will also learn how to distinguish between performance problems that require coaching and those that can best be handled by some other means.

## Course Length and Format

**Coaching Job Skills** is an interactive, 4-hour group workshop designed for 6 to 18 participants.

The workshop includes:

- Video presentations of case studies.
- Group discussions that open opportunities to exchange views, experiences, and ideas.
- Exercises to develop and transfer skills.
- Extensive skill practices.
- Immediate feedback of the team leader's use of the skills and techniques taught in the workshop.

## Course Materials

**Facilitator Guide**—Contains complete instructions on how to facilitate the workshop. It includes explanatory text for the trainer, sample trainer narrative, transcripts of visual segments, and annotation notes.

**Participant Workbook**—Contains cognitive exercises, forms for workshop activities, skill practice aids, and a video synopsis. A Job Aids section provides tools and alternative methods of supplementing, reinforcing, and documenting the application of skills for coaching job skills.

**Video Component**—Contains an introductory segment and a traditional behavior scenario, followed by a behavior model in both office and industrial versions.

**PowerPoint Presentation**—Provides critical skills analysis.

**Self-Assessment Worksheet**—Facilitates the transfer of learned skills to the workplace.

**Memory Jogger Card**—Provides a handy, succinct reminder of the module's skill points. This card can be used on the job as a reminder of the learned skill points.

## Essential Skills Modules

The first two modules in the series help to develop skills which lay the groundwork for all of the interpersonal modules.

- **Essential Skills of Leadership** enables your team leaders to get the best from their team members.
- **Essential Skills of Communicating** enables your team leaders to learn the latest techniques in effective communication and how to apply them to their job.

### The Principles of Behavioral Modeling

- Traditional Models
- Positive Models
- Discussion
- Behavior Modeling
- Skill Practice