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# Developing and Coaching Others

## The KEY to Changing Behavior and Improving Performance

Despite slogans that tell employees, they "are responsible for their own growth and development" the reality is clear... without the permission, support, and help of direct managers, employees have a difficult time developing themselves alone.

The direct manager is the KEY. When direct managers are effectively involved in the training and development of their employees, growth and development happens, and employees achieve on-the-job performance improvement. It takes **direct managers** that:

- Continuously support and **coach** the development of their employees,
- Positively impact learners **before, during** and **after** each element in a learning process,
- Effectively handle "**coaching moments**" so that employees teach themselves.

Unfortunately our experience is that many organizations do not require, or equip, managers to coach and develop their employees. Thus a lot of time, money and resources invested in training and developing employees too often results in little to no behavior change or performance improvement. That's why we created **Developing and Coaching Others**.

### Impact

**With *Developing and Coaching Others* your leaders will be able to:**

**Increase** the skill and capability of every member of their team,

**Effectively** handle coaching moments so that team members make learning decisions themselves

**Maximize** the on-the-job behavior change that results from a training and development intervention.

**Develop** a work environment of growth and development.

### Who Will Benefit?

- Any leader who has people who need to get better,
- Every leader faced with a changing competitive environment,
- Every organization that seeks a more effective workforce.

### What makes *Developing and Coaching Others* Different?

***Developing and Coaching Others*** was developed to meet three objectives.

1. To help mid-level leaders understand the various methods readily available to them to develop and grow the capabilities of their team members so they understand how they can fulfill their development responsibility.
2. To provide mid-level leaders with skills and strategies to guide their people through a learning process, with specific tactics to help them "before", "during", and "after" training and assessment so that maximum they ensure that behavior change is achieved.
3. To provide mid-level leaders with a "coaching moments" model that helps employees "discover" learning opportunities as they learn from both their mistakes and successes.

## Course Materials

### Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

### Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

### Video

- Introduction followed by a scenario displaying positive use of the skill points discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.

## About Vital Learning

Vital Learning's award winning programs have successfully helped organizations develop supervisors, leaders and front-line managers for over 20 years. We offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let Vital Learning help you take the first step toward creating successful managers and more productive and profitable teams.

**Developing and Coaching Other's** participants have also benefited from these other Vital Learning programs:

- *Essential Skills of Communicating\**
- *Essential Skills of Leadership \**
- *Developing Performance Standards\**
- *Performance Assessment\**
- *Improving Work Habits\**
- *Effective Discipline\**