

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

JULY 26, 2012
8:30 AM–4:30 PM

Complete Certificate \$3,995

COACHING & EVALUATING PERFORMANCE

Coaching & Evaluating Performance is designed to enhance a leader's management skills and prepare him or her for the changing demands of today's workforce. Shifting from a directive or "telling" style to a coaching approach is essential in today's workplace. A manager's ability to provide regular coaching is critical to ensuring that individuals, and the team, reach their peak performance.

This session will introduce participants to concepts and skills that can be used to provide coaching to either develop the skills of staff members or to correct performance issues. Participants will also explore the performance review process and how to conduct performance appraisals.

This program will have you role-play and skill practice by evaluating performance in groups so you can return to work and apply immediately. You will also work with a coaching flow tool to support your development.

THIS PROGRAM WILL HELP LEADERS:

- Identify why it is difficult to deal with an employee's non-performance.
- Describe how their personality style influences their coaching style.
- Identify the critical factors to consider when coaching someone who has a different style.
- Explain why employees don't do what they are supposed to do.
- Use an analysis tool to identify the root cause of the performance issue.
- Demonstrate the first three steps to the coaching conversation.
- Understand the performance review process.



Matt Becker

Matt Becker is the owner of Authentic Excellence, LLC, a career and life coaching business and is an Associate Certified Coach through the International Coaching Federation. He has 10 years of experience in the field of Human Resource Development working in both the private and public sector, with a specialty in leadership development, interpersonal skills development, coaching, mentoring and team building.

Matt has a B.A. in political science from John Carroll University and a M.Ed. from Xavier University. As a coach, Matt is passionate about helping clients clarify their values and natural strengths in order to design a fulfilling career and/or life. His ability to listen intently, ask powerful questions and see the possibilities others may not have thought of are what make him a successful coach.