

# Coaching For Retention For Supervisors and Managers

## AGENDA

8:30

### Introductions:

- Icebreaker
- Seminar Objectives
  - To understand the benefits and dynamics of coaching and the coaching process.
  - To develop the required skills to effectively coach employees in the areas of increased performance and productivity, new skills or knowledge transfer and career development.
  - To successfully conduct a one-on-one coaching session
- Seminar Overview
- Housekeeping

### Presentation & Group Exercise:

What is Coaching?

### Group Exercise:

Benefits of Coaching

### Presentation & Group Exercise:

Behaviors, Characteristics and Skills of an Effective Coach

### Skill Building Session:

Effective Coaching Skills

- Listening
- Asking Questions
- Responding

10:00

**Break**

10:15

### Skill Building Session:

Effective Coaching Skills

- Perception Checking
- Paraphrasing & Re-creating
- Giving Constructive Feedback

### Video and Debriefing Session:

The Courage to Coach

### Presentation and Skill Building Session:

Setting Clear & Specific Performance Expectations & Objectives

### Presentation and Skill Building Session:

Coaching for Improved Performance and Productivity Steps and Process

11:30

**Lunch**

12:30

### Presentation and Skill Building Session:

- Coaching to Transfer Skills or Knowledge
- Coaching for Career Development

### Presentation and Skill Building Session:

Developing an Accountability System For Performance Improvement

**2:30**

**Break**

**2:45**

**Skill Building/Practice Session:**

Participant Case Studies

- Coaching for Improved Performance and Productivity
- Coaching to Transfer Skills or Knowledge
- Coaching for Career Development

**4:00**

**Wrap Up & Evaluation**

- Summary/Review
- Lessons Learned
- Commitment to Implementation Plan
- Evaluations

**4:30**

**Conclusion**