

Behind the Bench Coaching (1 - 2 Day)



This is a more advanced-level coaching than the Coaching for Customer Service workshop.

The skills retention and performance increases that follow skills-based training inevitably decay to some degree over time. New people are hired, existing people fall back into habits, etc. **Behind the Bench Coaching** shows managers at all levels how to keep employees motivated, and maintain and grow employee performance. The program is based on the skills and

techniques that the most successful sports coaches use to drive and motivated their players during game situations. It shows how to execute effective coaching as a seamless and comfortable part of the daily workplace environment. A recommended second day can be added to provide greater practice, and one-on-one development time.



Outcomes

Participants will:

- ❑ Identify new performance metrics for each employee
- ❑ Set and maintain the highest service performance standards
- ❑ Deal with employees who are not up to standard
- ❑ Build creativity and confidence within the team

Who it's for

- ⦿ Experienced supervisors and managers
- ⦿ Senior managers & executive team

Methodology

- Instruction
- Interactive exercises
- Workbooks



Key Learning Points

- ✔ Creating non-negotiable performance standards
- ✔ Impacting performance in real time
- ✔ Measuring and monitoring performance
- ✔ Assessing and correcting performance failures
- ✔ Stimulating higher levels of action
- ✔ When to assist, and when to encourage

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|-----------------|-----------------------|
| Group Size: | 5 - 12 per group |
| Program Length: | 6.5 hours instruction |
| Program Format: | Interactive workshop |
| Pre-work: | No |
| Certificate: | Yes |



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