

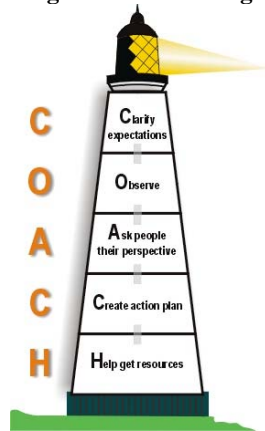


LEADING FOR PERFORMANCE-COACHING FOR PERFORMANCE

High-performing organizations frequently view coaching in the context of fostering performance and fulfillment rather than focusing on increasing output. Their employees are more engaged in their work, motivated to expand their skill sets over time, and driven to succeed.

Leading for Performance-Coaching for Performance (LFP-CFP) offers first-line and mid-level managers coaching skills and techniques to create the conditions under which employees can succeed.

Lighthouse Coaching



VALUE PROPOSITION

LFP-CFP enables organizations to gain a competitive advantage using an effective, structured coaching approach that taps employees' potential and leads to improved performance and fulfillment. Managers can alter their coaching focus from managing output to managing the conditions for successful performance.

APPROACH

LFP-CFP is a one-day instructor-led module that can be facilitated by Wilson Learning or by a leader-trained in-house professional. This enables:

- Face-to-face interaction among the participants and the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

<i>Key Learnings Are...</i>	<i>Your Leaders Will...</i>
Clarify Expectations	Be able to properly state expectations in order to improve the quality of the goals being obtained
Observe behaviors and results	Be able to make sound observations of employees
Ask associates for their perspectives	Be able to encourage sharing & listening to perspectives
Create an action plan	Be able to make a provocative agreement between parties
Help with support	Be able to create optimal conditions to succeed

ENABLING IMPROVED PERFORMANCE

LFP-CFP features the Coaching for Performance Planner and a job aid card so that participants can fine-tune and apply new skills and behaviors on the job. Involving management and training them to coach is important for a successful implementation.

Participants who also complete *Setting Goals for Success*, and *Reviewing Performance* will have the skills and knowledge to implement a more complete performance management process.

MEASUREMENT AND EVALUATION

Organizations that implement LFP-CFP have access to a broad range of tools to measure initial behavioral changes and business results. For LFP-CFP, one approach may be a web-based survey of participants' direct reports, to identify the degree of change and the differences that this change makes. More involved and thorough research options are also available.