

## LEADING FOR PERFORMANCE

Gone are the days when heroic, top-down leadership was considered key to driving business performance. Today's high-performing organisations have strong leaders from all levels and across all business functions – leaders who take a team-based, shared-responsibility approach to strategy execution. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* is a high-impact program that better enables leaders to drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

## IGNITE TALENT

### ■ COACHING FOR PERFORMANCE

*Coaching for Performance* offers leaders coaching skills and techniques that help them make the transition from a conventional output-management approach to one in which the coach actively creates an environment for successful performance.

#### OFFERING OVERVIEW

As the way in which organisations conduct business changes with time, so do philosophies around leadership and approaches to coaching. While many organisations view coaching in the context of increasing output, research shows that this mindset leads to short-term results and limited employee satisfaction.

People are more fulfilled when performing at high levels, and they perform at higher levels when they find their work fulfilling. Leaders who manage the conditions that create performance and fulfillment as an approach to coaching find that their people are more engaged in their work, motivated to expand their skill sets over time, and driven to succeed in their professional endeavors.

#### OFFERING DETAILS

*Coaching for Performance* is a practical, one-day, facilitator-led leadership effectiveness program. It is designed to give organisations a sustainable competitive advantage through a more effective approach to drawing out people's potential. The program shows managers and team leaders how to alter their coaching focus from managing output to managing the conditions of effective performance.

By applying the steps in Wilson Learning's *Lighthouse Coaching* program, leaders learn how to create the conditions under which people are typically most productive, clarify performance expectations, make sound observations about performance, ask for an associate's perspective on those observations, and create an appropriate action plan.

*Coaching for Performance* features highly integrated learning activities:

- “The Challenge of Coaching” explores ways in which people often react to conventional coaching techniques. This section also describes the manager's role in establishing the conditions under which people are expected to perform.
- “Learning the Steps of Coaching for Performance” introduces Wilson Learning's Lighthouse Coaching process. This section examines the purpose and steps of the Lighthouse Coaching Model: Clarify Expectations, Observe, Ask for Their Perspective, Create an Action Plan, and Help with Support.
- “Applying the Coaching for Performance Process” features the Coaching Conversation, which shows participants how to engage associates in productive discussions about their performance. This section also provides application and practice of the Lighthouse Coaching process.

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