

# FRONT LINE LEADERSHIP

COACHING FOR COMMITMENT



PARTICIPANT WORKBOOK



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PREVIEW ONLY

## INTRODUCTION

Welcome to **LEADERSHIP TRAINING FOR SUPERVISORS**. If you are a new, current, or soon to be supervisor, this series will help you build the skills to effectively lead your team. Supervising people requires a different set of skills than your old job. These skills don't always come naturally. This series is designed to teach you the core skills every supervisor needs to be successful.

## ABOUT THIS MODULE

As a new supervisor, you have an opportunity to help your employees improve and perform at high levels. Coaching helps you do that. In this module, *Coaching for Commitment*, you will learn why coaching is important, the different roles we play as coaches, and the steps to successfully coach employees with performance or behavior problems.

## WORKSHOP OBJECTIVES

### **As a result of this training you will:**

- Discuss why coaching is an important skill for supervisors
- Analyze a situation where coaching failed
- Understand the key supervisor behaviors needed for coaching
- Learn a process for coaching employees to better performance and behavior
- Prepare for and practice a coaching session

## MY COACHING EXPERIENCE

1. Think back to someone who successfully helped you improve on a task or skill.

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2. How did their coaching impact your performance on the task/skill?

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3. What did they do that made you comfortable being coached by them?

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## WHY IS COACHING IMPORTANT?

Supervisors play a key role in the development of their people. As a supervisor, you have the opportunity to use coaching to help your employee in many ways.

### **Coaching helps employees:**

1. Learn what is expected on the job.
2. Learn skills that aid in doing their work effectively and safely.
3. Develop good “people skills” so they work well in a team.
4. Address attitudes or behaviors that get in the way of the team or the work of others.
5. Expand their responsibilities so that they can grow and move up in the company.
6. Perform effectively so that your team’s goals are met.

## COACHING CHALLENGES

Write down two or three employee issues or behaviors that may need your coaching in the box below:

