Learnsoft
ENTERPRISE TRAINING

Performance Management
for Team Performance and Engagement

Length: 1 Day

Summary: According to Gallup, only one-third of U.S. employees are engaged in their work and workplace. Across America, employees are experiencing indifference about their job and the work they are being asked to do. Employee engagement drives productivity, performance, and customer service. Unproductive, disengaged employees are costing millions of dollars in absenteeism and turnover, as well as impacting the customer experience. The skills listed are critical to boosting team performance and engagement.

COURSE CONTENT

Building Trust: Even in the workplace, our human connections to each other are held together by trust. Engagement and performance cannot improve without building trust. We will explore the keys to building trust, which include: Effective Communication, Respect, Commitment, Transparency, Responsibility, Empathy, Consistency, Integrity, Competence, & Authenticity

Coaching Techniques for Managers: Coaching is increasingly becoming one of the most important skills for leaders. The importance of inspiring and guiding employees to realize their potential and unlock their creativity, innovation, and power, cannot be ignored. Coaching uses a set of skills to effectively connect with others and to inspire, motivate and guide others in setting goals and objectives, overcoming obstacles and mindset glitches, and achieving results. This section provides a framework to understand more about how individuals think and then learn how to ask the right questions to move people forward. We will explore what coaching is and is not, how to coach for development and higher performance and the importance of trust and how to build it.

Effective Communication: Successful leaders are able to meaningfully and effectively communicate with others. Effective communication is about more than just the exchange of verbal information. It is also about understanding the emotion and intentions behind the information expressed. Oftentimes, we communicate and intend one thing, the other person hears and interprets something else, and misunderstandings, frustration, and problems arise. Communication is successful when a message has been sent and received without distortion and misinterpretation. In this section, we will discuss communication styles, as well as explore the many sources of miscommunication and how to minimize such misunderstandings.

Conflict Resolution: Learn how to recognize and understand the human factors that lead to conflict, and to apply conflict management and resolution techniques. We will discuss how to successfully resolve interpersonal conflict to prevent it from becoming a source of irritation, mistrust, and failure.