

Coaching for Excellent Performance

ChangeWorks
Inc.



Excellent job performance from everyone in the organization. Today, it's what you must have. It is possible, and it rests on a widelyheld belief:

Most people want to do a good job.

In our **Coaching for Excellent Performance Workshops**, we have asked thousands of people this question: "What percent of all the people you know in a work situation really want to do a good job?" The average answer: 95%. Given this, the road to excellent performance involves, in addition to dealing with "the 5%," helping the great majority of your workforce who want to do a good job to actually deliver excellent job performance. This involves:

- ❖ Examining participants' beliefs about factors involved in producing excellent job performance
- ❖ Setting challenging yet achievable performance expectations to which both the employee and the employee's supervisor are committed
- ❖ Ensuring that employees regularly receive both positive and corrective performance feedback from their supervisor and from others familiar with their job performance
- ❖ Providing reinforcing consequences to employees when they do an excellent job
- ❖ Handling the various kinds of task interference that sometimes prevent an employee from doing an excellent job
- ❖ Making sure that employees receive the information they need (accurate, timely, and in a form and format that is easily usable) in order to do an excellent job
- ❖ Providing appropriate training to every employee (our data suggest that training is the solution to poor job performance **ONLY** approximately 14% of the time)
- ❖ Dealing with the remainder of the workforce - the 5%

This highly participative Workshop employs concept briefings, small group discussions, role play practice, and real issue application to develop the competencies critical for effective performance management. Each participant develops an Action Plan for his or her Example Performer so they can immediately apply Workshop concepts to improve job performance.



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