



## Learn how to create a coaching culture!

Managing the performance of employees is critical to being an effective leader. However, often managers and leaders do not have the necessary interpersonal tools or skills to coach employees to improve or enhance performance. Often this “conversation” is left for the annual formal performance review process and unfortunately for some employees this is the first time they receive feedback about their performance. Performance conversations are too important to be having only at review time.

### The three types of coaching:

- **Remedial coaching:** this requires a directive, formal approach about addressing a long-standing behavioural or performance issue where an employee is not meeting expectations.
- **Reactive coaching:** this is semi-formal, typically about clarifying performance expectations, and about agreeing upon self-improvement and change. Often the issues are minor but are holding the employee back from future career progression or success.
- **Developmental coaching:** ideal for high-performers or high potential employees who have aspirations for future leadership. Coaching is motivational and challenging.

### The two types of conversations:

- **Planned conversations** are usually regarding delicate or emotionally charged circumstances where specific desired outcomes are sought. Often remedial coaching falls into this category. This type of conversation is well thought-out with a planned agenda, and may involve an external executive coach.
- **Corridor conversations** occur when a leader has the opportunity to discuss the issue on the spot with an employee. These unplanned and spontaneous conversations are great opportunities to address issues immediately and less formally than a formal planned meeting.

HR Business Solutions offers half day and one day “**Leader as Performance Coach**” workshops that are conducted on your premises, and are designed to equip managers with the tools and strategies to conduct effective performance conversations with staff.

## HR Business Solutions

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