

Connecting Coaching to Performance Improvement

Date: 29 November 2018

Time: 11:00am – 12:00pm

CPD: 1 hour



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Webinar – Connecting Coaching to Performance Improvement

Topic Outline

Coaching is a word that often comes up in discussion, particularly in relation to increasing performance levels at team or individual levels. Coaching is defined quite clearly in the context of sport, however is not as clearly defined when it comes to the work environment. People often become confused when the term Coaching arises in the context of improving peoples performance at work, and find it hard to make the true connection around how exactly the performance will improve through Coaching activity.

Common questions that arise are:

- Aren't Coaching and Mentoring the same?
- Can my staff member improve just by talking to someone?
- How will I be able to justify the spend, and measure the Return on Investment (ROI) for this activity?
- I have already Coached these people and nothing has changed, so why should I invest in more Coaching?

One of the clearest definitions for Coaching, in the large number that exist is that “Coaching is a form of development in which a person called a coach supports a learner or client in achieving a specific personal or professional goal by providing training and guidance.” – Wikipedia. It seems from this definition that Coaching is about helping people to develop their skills in the interests of them achieving their goals. The following quote is probably the best representation of this concept – “Give a man a fish and you feed him for a day. Teach a Man to fish and you feed him for a life time”.

This webinar is designed to provide thought leadership around the value of Coaching activity in the work environment, with specific focus on:

- The difference between Coaching and Telling, and techniques to resist the urge to fill in the blanks for the person being coached.
- Enhancing Coaching practices to ensure that they are ‘operationally focussed’ and connected to key performance outcomes, with key actions and timelines that are ‘owned’ by the person being coached.
- The importance of gaining and maintaining trust during coaching sessions by demonstrating a strong understanding of the person being coached.
- The value of language in Coaching and effective questioning techniques.
- Developing people’s skills ‘one at a time’, and ensuring that Coaching sessions are an efficient and effective use of time for both parties.
- Developing people’s skills to self monitor, self coach and self develop.



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Who is this for?

Industry Senior and People Managers interested in investing in their people to achieve improved performance and work place benefit outcomes.

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Cost: \$110.00 incl. of GST. Note: *\$55.00 incl. of GST for additional registrations.*

Cancellations and Transfers

A 50% refund is available for cancellations received with one weeks' notice of the webinar start date. Cancellations received within one week of the webinar will receive no refund. Registrations however can be transferred to an alternative participant at any time.

Payment Options

Payment can be made via EFT or credit card via the Online Registration Process (note: 2% surcharge for card payments). The Online Registration Process will generate a tax invoice, which in the case of EFT payments must be forwarded to the registrants Accounts Payable area to ensure payment. Please note all card transactions are processed immediately.

Where an authentication code is requested, please contact Alannah Bailey. Email: alannab@ism.nsw.edu.au. Phone: 02 9744 5717.





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Our presenter



Scott Dargan – Principal, Natural Mind Concepts

Scott has over 25 years experience in the corporate world, primarily in banking and finance. He has also been operating as a management consultant, speaker and facilitator in the corporate, government and community environments for the last seven years.

He has practical experience in Strategy Development, Frontline Sales and Service, Sales and Service Management, Operational and Risk Management, Change Management, Contact Centre Management, and Recruitment and Cultural Change. Scott is MBA qualified in the fields of People, Organisational and Change Management.

Scott also brings significant facilitation experience in a dedicated Cultural Transformation environment with a proven track record in developing high-performance environments through increasing the use of emotional intelligence to increase staff engagement, individual and team effectiveness, and overall productivity.



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