

# INTRODUCTION

## MODULE 16

### The Manager, Coach and Confidant

Your people are your most precious resource. Only your people can be made to appreciate in value. All other resources and corporate assets depreciate over time.

The fastest and most effective way to increase the productivity and performance of your people is for you to give them timely and relevant coaching and counseling at the proper times in their careers. People cannot grow without honest, objective feedback and instruction from someone who can look at their performance and tell them exactly how they are doing.

Each person needs feedback and counseling from someone he or she respects and trusts in order to improve and to get better at their work. Many average people have become star performers for their organizations as the result of a manager taking the time to guide them and instruct them on how to improve in critical areas of their work.

In this program, you will learn how to give timely and accurate coaching and counseling to each of your staff members on a regular basis.

“The number one demotivator in the world of work is not knowing what is expected.”

## WHAT YOU WILL LEARN IN THIS SESSION

“Set deadlines

and sub-deadlines

for all assignments.”

1. Getting the maximum return on investment in people;
2. Performance improvement feedback is the key;
3. The core management responsibility;
4. Preparing for a coaching and counseling session;
5. The process of performance improvement coaching;
6. The seven benefits of coaching and counseling;
7. The importance of patience in coaching and counseling effectiveness.