



Business Skills Course List:

Coaching and Developing

- Performance Management – 1 Day
- Appraising Performance – 1 Day
- Coaching Essentials – 1 Day
- Coaching for Results – .5 Day
- Mentoring - .5 Day
- Motivating your Employees – .5 Day
- Developing and Presenting Successful Training for Non-training Professionals – 1 Day



Performance Management (Second Edition)

Training Course Content

Course Description: New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. You also want to develop talent within your team by employing effective performance-management strategies on the job. This course will give new managers essential performance-management skills.

Course Objective: You will explore basic performance-management techniques. You will identify methods of developing talent, harnessing the engagement of team members, and offering training and coaching to individual team members through performance-management strategies. You will develop and implement performance standards, conduct performance appraisal conversations, and give appropriate feedback and coaching to individuals for their edification and the benefit of the team, department, and company.

Course Duration: 1 Day

Prerequisites: There are no prerequisites for this course. Taking the Coaching Essentials course is recommended.

Course Content

Lesson 1: Becoming the Manager of Choice

Topic 1A: Develop Talent

Topic 1B: Harness Engagement

Topic 1C: Onboard New Team Members

Lesson 2: Using Performance Management Skills to Improve Performance

Topic 2A: Identify Individual Performance Goals

Topic 2B: Discuss a Performance Appraisal

Topic 2C: Use Effective Interviewing Skills

Topic 2D: Provide Appropriate Feedback and Coaching

Lesson 3: Creating Performance and Development Plans

Topic 3A: Initiate the Performance Plan

Topic 3B: Create an Improvement Plan for Performance Problems

Topic 3C: Create a Development Plan for Career Growth



Appraising Performance:

Training Course Content

Performance-Based Objectives

- Establish performance expectations so that desired work results are achieved in accordance with the organization's values and quality standards.
- Write a performance appraisal so that it reflects an objective evaluation of the individual's work performance.
- Prepare for a performance appraisal discussion so that there are no barriers for an effective discussion.
- Conduct a performance appraisal so that mutual understanding and cooperation is achieved and a realistic development plan to improve future performance is prepared.
- Follow up on a performance appraisal so that future performance meets expectations

Course Duration: 1 Day

Course Description: Appraising Performance provides an overview of the basics of conducting performance appraisals. It provides guidelines and best practices for evaluating and improving the work performance of employees, thereby increasing quality and productivity.

Prerequisites: There are no prerequisites for this course.

Course Content

Lesson 1: Establishing Performance Expectations

Topic 1A: Appraise Performance
Topic 1B: Manage Performance
Topic 1C: Establish Performance Expectations

Lesson 2: Writing a Performance Appraisal

Topic 2A: Avoid Common Performance Rating Errors
Topic 2B: Gather Appraisal Information
Topic 2C: Rate Performance
Topic 2D: Ensure Legal Compliance

Lesson 3: Preparing for the Appraisal Discussion

Topic 3A: Prepare the Individual
Topic 3B: Arrange the Logistics

Topic 3C: Prepare Yourself

Lesson 4: Conducting the Performance Appraisal Discussion

Topic 4A: Discuss Your Ratings and Comments
Topic 4B: Resolve Performance Problems
Topic 4C: Cope with Discussion Difficulties
Topic 4D: Plan for the Future

Lesson 5: Following Up

Topic 5A: Evaluate the Effectiveness of the Appraisal Discussion
Topic 5B: Communicate Frequently
Topic 5C: Provide Ongoing Feedback and Coaching



Coaching Essentials

Training Course Content

Course Description: As a leader in your organization, you are expected to help people meet or exceed expectations and to help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful.

Course Objective: You will establish a coaching relationship with the coachee, use appropriate skills for conducting the coaching conversation, and be able to create, monitor, and modify the coaching action plan.

Course Duration: 1 Day

Prerequisites: There are no prerequisite skills for this course, however, you might be interested in the following related courses: Motivating Employees, Change Management for Managers, Managing Conflict, and Performance Management

Course Content

Lesson 1: Establishing the Coaching Relationship

Topic 1A: Observe Performance before Beginning to Coach
Topic 1B: Initiate the Coaching Relationship

Lesson 2: Conducting the Initial Coaching Conversation

Topic 2A: Practice Active Listening Skills
Topic 2B: Determine the Coaching Approach
Topic 2C: Have the Initial Coaching Conversation

Lesson 3: Executing the Action Plan

Topic 3A: Create the Action Plan
Topic 3B: Modify the Action Plan
Topic 3C: Recognize That Goals Have Been Met



Coaching for Results

Training Course Content

Course Objective: You will establish a coaching relationship with the protégé, use appropriate skills for conducting the coaching conversation, and be able to create, monitor, and modify the coaching action plan.

Course Duration: Half Day

Prerequisites: There are no prerequisite skills for this course.

Course Content

Lesson 1: Laying the Groundwork

Topic 1A: Observe Performance

Topic 1B: Practice Active Listening Skills

Topic 1C: Determine the Coaching Approach

Lesson 2: Working Towards Change

Topic 2A: Initiate the Coaching Relationship

Topic 2B: Implement an Action Plan



Mentoring

Training Course Content

Course Description: As you continue to grow and develop as a professional, you will increasingly be expected to use mentoring skills to help others reach their fullest potential, enhance their capabilities, and accomplish more work with fewer resources. In this course, you will identify your mentoring goals and clarify what you hope to accomplish through mentoring. You will determine the type of mentoring method that will best suit your goals, identify methods of getting started either as a protégé or mentor, and identify ways of nurturing others' hidden talents, and you will explore methods of formally closing a mentor relationship.

Course Objective: You will identify your mentoring goals and clarify what you hope to accomplish through mentoring, determine the type of mentoring method that will best suit your goals, explore ways of nurturing others' hidden talents, and consider some of the best methods for formally closing a mentor relationship.

Course Duration: Half Day

Prerequisites: There are no prerequisites for this course.

Course Content

Lesson 1: Identifying Your Mentoring Goals

Topic 1A: Identify Your Goals for Mentoring Others

Topic 1B: Identify Your Goals for Seeking a Mentor

Lesson 2: Developing Mentoring Relationships

Topic 2A: Begin the Mentor Relationship

Topic 2B: Develop the Mentor Relationship

Topic 2C: Nurture Untapped Talent

Lesson 3: Closing the Mentor Relationship

Topic 3A: Share What You Know

Topic 3B: Leverage Your Networks

Topic 3C: Close the Mentor Relationship



Motivating Your Employees

Training Course Content

Course Description: This course will assist you in understanding and implementing strategies that will help to motivate your work force.

Course Objective: You will identify motivation and the factors that influence it. You will also implement managerial strategies to increase employee motivation, to improve job performance, and ultimately to create a self-motivated

Course Duration: Half Day

Prerequisites: There are no prerequisites for this course.

Course Content

Lesson 1: Understanding Motivation

Topic 1A: Recognize the Importance of Motivation

Topic 1B: Assess Employee Motivation Levels

Topic 1C: Meet Employee Motivational Needs

Lesson 2: Motivating Employees

Topic 2A: Retain Good Employees

Topic 2B: Communicate Effectively

Topic 2C: Clarify Expectations

Topic 2D: Provide Effective Feedback

Topic 2E: Establish Goals

Topic 2F: Choose Rewards

Lesson 3: Encouraging Self-Motivation in Employees

Topic 3A: Encourage Self-Motivation

Topic 3B: Create a Bond with the Organization

Topic 3C: Provide Professional Growth Opportunities

Topic 3D: Build a Sense of Accomplishment

Topic 3E: Encourage Enthusiasm



Developing and Presenting Successful Training for Non-Training Professionals

Training Course Content

Course Description: You may have spent years honing your skills and developing expertise in a subject area. Your colleagues recognize the depth of your knowledge and your keen ability to zero in on problems and elegantly resolve them. But now you've been thrust into a training role—you are not only required to exercise your skills, but communicate your knowledge to others. For many who assume a training role, that transition is not easy. Training involves a specific set of skills that an expert in a particular field may not possess. In this course, you will learn how to develop and present successful training.

Course Objective: You will develop and present successful training.

Course Duration: 1 Day

Prerequisites: To profit the most from this course, you should be familiar with common word processing and presentation software packages. In addition, you should consider completing the following business skills courses: Emotional Intelligence, Presentation Skills, and Basics of Effective Communication.

Course Content

Lesson 1: Identifying the Training Needs

Topic 1A: Establish the Training Charter

Topic 1B: Perform a Needs Analysis

Lesson 2: Creating Content

Topic 2A: Develop Classroom Content

Topic 2B: Write Engaging Instructional Material

Topic 2C: Develop Activities

Topic 2D: Develop Assessments

Topic 2E: Develop Visuals

Lesson 3: Presenting Your Training

Topic 3A: Assess Your Strengths as a Trainer

Topic 3B: Present Your Classroom Training

Topic 3C: Manage Your Classroom Training

Topic 3D: Present Your Remote Training

Topic 3E: Improve Your Training