

Training, Delegating, Coaching, and Managing Performance

Clarity. It's what your team wants. They want to know what to do and what success looks like. This module will help you effectively set goals, give feedback, train, coach, and delegate in effective, efficient, and ethical ways. Armed with a consultative method, you can also get to the heart of performance issues while recognizing the vital steps when discipline is required.

Learning Objectives:

- Define the elements of a successful performance management system.
- Establish performance standards.
- Create SMART goals.
- Diagnose causes of performance problems.
- Use a five-step training technique to develop the skills of others.
- Implement the four-step coaching process.
- Demonstrate the assertive communication skills of listening and asking questions.
- Apply delegation techniques to develop talent.
- Examine strategies to ensure proper documentation.
- Develop effective counseling skills using a conversation guide.
- Uncover reasons managers do not discipline employees for poor behavior.
- Describe the four steps of progressive discipline.
- Explore implications of a manager's role as a legal agent.
- Recognize the liabilities that can be caused by poor documentation.
- Identify errors managers make with performance reviews.
- Design, prepare, and conduct an effective performance review.



CEUs:
2.1 (21 hours)

HRCI Credits:
21 HR (General)

SHRM:
21 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced supervisors, managers, and professionals as well as for individuals with management potential looking for in-depth strategies with practical application.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- **Review the benefits of effective organizational management systems**
- **Examine setting performance standards and “SMART” goals**
- **Understand learning styles and avoid common training mistakes**
- **Create and use training objectives and job breakdowns**
- **Determine the steps for on-the-job training and how coaching fits in**
 - ◆ Practice evaluating performance problems
 - ◆ Identify delegation issues and challenges
 - ◆ Determine delegation opportunities in your workplace
 - ◆ Use a coaching planner, process, and resources
- **Develop skills for coaching, delegation, and counseling discussions**
- **Investigate how progressive discipline should be utilized to encourage desired behaviors in reports**
- **Discuss the leader as legal agent**
 - ◆ Documentation guidelines
 - ◆ Navigate how to avoid litigation landmines
 - ◆ Examine elements of a performance a case study
- **Analyze how to implement constructive performance reviews**

“ This class empowered me and equipped me to be able to delegate better. ”



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