

## COACHING AND COUNSELING SKILLS: HAVING THE DIFFICULT AND CRUCIAL CONVERSATIONS

*As a manager, you could spend all of your time going to meetings. Don't!*

*You could spend most of your time reviewing metrics and generating reports. Don't!*

*You could spend most of your time doing a lot of things, because a manager has a lot of things to do, but there is no more important use of your time than working with your team members to coach and counsel them to improved performance.*

Whether you are working with a new employee or a seasoned veteran, there is always something you could be doing in the way of coaching and counseling that can help your team members sharpen their skills and solve problems that will boost their performance.

*Successful managers realize that in today's extremely competitive environment all team members must be performing at 100% to produce outstanding results.*

This intensive one-day workshop will develop the key skills to help you deliver world class coaching and counseling to dramatically improve performance. Through a series of activities, interactive exercises, role plays and case studies you will develop best practice skills to boost the productivity of your entire team.

### ***Key Learning Outcomes:***

- Understand how to deliver feedback to both praise and correct team members while developing a positive atmosphere going forward.
- Learn how to confidently have difficult conversations early and develop an effective and mutually agreeable action plan.
- How to identify and work with different behavior styles to provide coaching and counseling support that will be meaningful for all team members.
- Develop strategies and skills to effectively address and resolve conflicts leading to the highest quality outcomes.
- Learn proven communication techniques that increase the impact and understanding of information amongst all team members.
- Understand how to turn the performance review session into a productive coaching session and strategically guide all team members to improved performance.
- Clearly understand the distinction between “coaching” and “counseling” and when they are appropriate.



“Your Total Training Resource”

## Registration Information

**Time:** Workshops scheduled from 9:00 a.m. to 4:30 p.m.

**Pricing:** 1-2 attendees \$295 per person, 3+ attendees \$255 per person.

**Location:** OLC Education & Conference Center (The name on the building is AAOS.),  
9400 W. Higgins Road, Suite 100, Rosemont, IL 60018-4975.

The parking garage next door has free parking with validation, available at the front desk.

[Click here to download a map and directions.](#)

**To register** or for additional information either email, phone or complete the [online registration form](#). **Email:** Ken Keller at [kkeller@c-kg.com](mailto:kkeller@c-kg.com) or Dean Carroll at [dcarrroll@c-kg.com](mailto:dcarrroll@c-kg.com) or **Phone:** (630) 495-0505 or (800) 869-7497.

**Register online:** [Complete form by clicking here.](#) If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

**[To see a complete list of our current workshops click here.](#)**

Customized onsite workshops are also available.

Please contact us with any questions or concerns you may have. Email: Ken Keller at [kkeller@c-kg.com](mailto:kkeller@c-kg.com) or Dean Carroll at [dcarrroll@c-kg.com](mailto:dcarrroll@c-kg.com) or Phone: (630) 495-0505 or (800) 869-7497.