

Coaching and Counseling for Success

Course Description

Our organization requires high standards of performance and conduct for all employees. Managers are expected to ensure fair and consistent treatment for all assigned employees. In this course, leaders will learn how to devote appropriate efforts to retain competent employees. This includes taking corrective measures when necessary to help employees understand and carry out their work responsibilities.

Target Audience

This course is intended for all managers and supervisors.

Course Objectives

At the program's conclusion, participants should be able to:

- Define performance coaching and counseling
- Clarify the manager's role as a coach and counselor
- Identify performance issues and behavior issues
- Learn when to move from coaching to counseling
- Understand the counseling process and importance of documentation

At the conclusion of this program, participants will know how to ensure employees develop skills that will both improve job performance and behavior through effective performance counseling.

Course Information

Time/Duration	2.5 hours
Cost	No cost
Schedule/Contact	Humanresources_Training@augusta.edu
To Enroll in Session:	https://train.augusta.edu

*To request a special session for your team on this topic, please submit a Service Request at [Wufoo](#).

