



PERFORMANCE • FULFILLMENT • RESULTS

THE HIGH PERFORMANCE COACH- CUSTOMER VERSION

How do you convert high potential into high performance? Changing the habits and practices of your salespeople, leaders, or individual contributors, requires a serious investment of resources – not just money, but time, effort, and attention. When that investment is limited to a focus on training, the risk is that the return on that investment may ultimately be limited to a high-potential-individuals ability to turn learning into performance. What's needed is help that ensures that high potential turns into high performance – help that increases the likelihood that human performance improvement will actually take place. This is where Wilson Learning's *The High Performance Coach (HPC)* can help.

With *The High Performance Coach*, you gain access to highly effective coaching process that provides goal setting, motivation, feedback and coaching skills.

The program uses a practical and efficient approach to coaching that ensures focused development of each individual involved in the coaching process.

THE COACHING EXPERIENCE

Delegates focus on integrating the learning into performance. Emphasis is placed on Sales, Leadership and Individual Effectiveness depending on the requirements of the organization and the individuals being coached. The process worked equally well with both the contributor level and with your leaders.

Delegates learn to bring their experience to the coaching situation, thereby passing on their practical Knowledge and Skills in the day-to-day environment of their own organization. The Wilson Learning Certified Facilitator provides guideline on the matching of the coach with the individual being coached.

VALUE PROPOSITION

The High Performance Coach closes the gap between high-potential and high-performance *HPC* contributes to succession planning and retention initiatives by preparing high-potential individuals for critical roles. *HPC* accelerates human performance improvement efforts and offers greater success assurance to training initiatives.

OUTCOMES

Step	Outcome
<p><i>Context Setting</i></p> <p>Clarification of the organizational goals and expectations for High Performance Coaching Process.</p>	<ul style="list-style-type: none"> • Clear expectations for the coaching assignment • Alignment to strategic goals
<p><i>Goal Setting</i></p> <p>This coaching session defines the specific performance and fulfillment goals at the individual level.</p>	<ul style="list-style-type: none"> ▪ Formation of a coaching relationship founded on trust ▪ Clear individual goals and plan for the coaching assignment.
<p><i>Growth Assignments</i></p> <p>Growth Assignments are developmental activities that the coach and the individual being coached agree would be useful for skill development and acquisition.</p>	<ul style="list-style-type: none"> ▪ Doable, relevant and meaningful activities that result in growth

APPROACH

The process highlighted during the *High Performance Coach* program is flexible and adaptable. It uses an approach designed to support any development initiative being implemented within the organization. Delegates learn to use a set of tools that guide the individual being coached through a structured series of learning experiences that meet agreed upon goals.



The *High Performance Coaching* Process begins by aligning the goals of the individual with the strategic goals of the organization.

Delegates learn to create a series of individual Coaching sessions (generally one-hour in duration) and subsequent growth assignments that ensure goal attainment and performance results over the course of their coaching assignment, with each individual.

Delegates learn how to conduct an engagement summary session at the conclusion of the coaching assignment with each individual. This session documents impact and growth and explores recommendations and plans for the future.

<p><i>Coaching Sessions</i></p> <p>The Coaching Session follows a five-step Coaching process: Clarify-Observe-Ask-Create-Help</p>	<ul style="list-style-type: none"> ▪ Clear, useful assessments of growth assignments and progress against the coaching plan ▪ Recommendations for continued growth
<p><i>Engagement Summary</i></p> <p>The Engagement Summary session is designed to assess the status of each individual being coached and his/her development through the coaching assignment.</p>	<ul style="list-style-type: none"> ▪ Measure the results: changes in performance, behavior change and links to individual and organizational expectations ▪ Determine next steps for continued support of performance with fulfillment.

WHEN YOU MIGHT USE A COACH

The *High Performance Coach Program* ensures experiences that focus on goals and growth assignments which are valuable to the individual and the organization.

As a result of attending the HPC Program delegates help subordinates apply newly learned skills to the workplace and ensure greater individual responsibility.

CUSTOMIZATION

This offering, like all others from Wilson Learning, can be customized to reflect your management environment and business priorities, and integrated with your processes.