



# Managing for Performance Everyday

## Available In:

- English
- Spanish
- Videoconferencing

## *Managing the Performance of Your Employees Remains the Single Largest Opportunity for Most Organizations*

This 3 day program provides participants with the opportunity to practice and master the skills necessary to drive performance in any organization. Day 1 we explore how to give feedback that gets through and modifies behavior. Day 2 covers how to communicate with clarity and leverage communication to develop professional business relationships and create vibrant work cultures. The final day provides the opportunity to develop your coaching skills and develop the skill sets of your employees. This is a practice based program meaning significant participant interaction and skill practice.

### **What trainees will learn:**

- An effective feedback model
  - What is a behavior?
  - The power of their solution NOT yours
  - Why correct feedback works
- Effective communication
  - How we screw it up
  - Getting it right
- An effective Coaching model
  - How we screw it up
  - How to ensure follow through

### **How this training will benefit your company and employees:**

This training is unlike any other you have attended. Upon leaving this training you will be equipped to immediately address performance challenges and improve your company's ability to meet customer needs.

*This training can be conducted for 24 hours. Onsite training may be customized to meet your business needs.*

### **ABOUT MARK MORALES**



Through purposeful training and coaching sessions, Mark provides clients innovative leadership and management practices that can be applied directly to their organizations and personal growth missions. With over 15 years of IT Leadership, Project Management and Operations Management experience, he has witnessed how great leaders and cultures can cultivate highly productive and satisfied employees. To this end, Mark discovered his life's purpose: To assist leaders and organizations to reach their true potential.