

## Planning and managing change

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### Abstrak

Coach employees to ensure maximum performance, motivation and retention. Following a seven-step coaching process, Coaching for High Performance gives managers the tools to help their people excel at their jobs and meet competitive challenges with confidence. This book teaches managers how to communicate performance expectations, assess employee skill levels, establish the purpose of coaching, and agree on a coaching contract. Managers will learn the critical skills needed to conduct coaching conversations, adapt one's coaching style to fit changing situations, and create a coaching plan. Readers will learn how to: ? Establish the mission and role as a coach ? Deliver feedback in any situation ? Use coaching skills to motivate and retain employees ? Coach employees across generations and throughout the employment life cycle ? Enhance team performance and channel conflict constructively ? Handle difficult coaching situations with insight and skill. This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.