



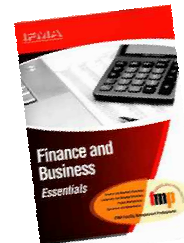
Be more than a manager - **Coach your staff!**



Upcoming workshop:

"You've got to keep talking to your people. You've got to keep believing in them. You must be a confidence builder. I try to refrain from using the words "can't, won't, I don't know, maybe". I want my crew to say "I can, I will, I must, I shall, I know". You have to always try to do everything you can to help them maintain their confidence level. Put positive pictures in the minds of your staff. Your attitude is critical.

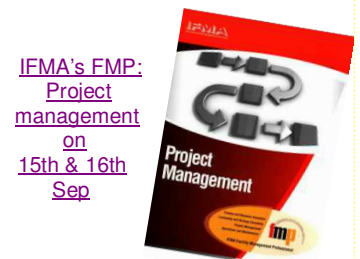
--Tommy Lasorda



IFMA's FMP:
Finance &
Business
Essentials
on
22nd & 23rd Aug

As you take on more leadership roles in your career, you will find that everyone is an individual. Effective managers/supervisors know that they can't succeed simply by barking out orders. Rather, you must learn how to **COACH** your employees to work to their full potential.

Coaching is one of the most critical skills to be mastered by managers/supervisors. **Why is coaching so important ?** because today's environment has created more pressure to **do more with less**. The key to reducing pressure is to make the most of your most valuable resource: people.



IFMA's FMP:
Project
management
on
15th & 16th
Sep

What is Coaching? A directive process by a manager/supervisor to train and orient an employee to the realities of the workplace and to help the employee remove barriers to optimum work performance. **COACHING is a simple process used to develop employees through ONGOING one-on-one COMMUNICATION.** It is appropriate when the person has the ability and knowledge but performance has dropped, and he has not met the expectations. Coaching involves a change in behavior. **The idea is to move the employee from where he is to where you want him to be.**

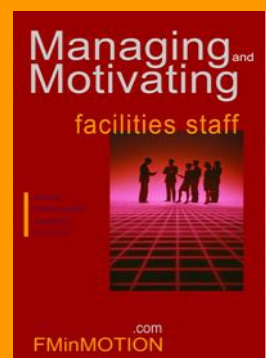
Benefits of Coaching:

- Coaching is the most effective way of developing your employees
- It makes your job easier when your subordinates build their skills levels
- Improves productivity when employees know what the departmental goals are and how to achieve them
- High performing employees will help you reduce the anxiety and stress of increasing and multiple responsibilities.
- Avoids surprises and defensiveness in performance appraisals.
- Employees develop a high level of self-esteem and job satisfaction.
- Positive recognition and feedback increases staff motivation and initiative
- Coaches in an organisation, as in sports, are great influencers. They know how to bring out the best and the most in others. They also know that it is an on-going process and a primary responsibility.
- Coaching builds your reputation as a people developer; develops sharing of leadership responsibilities and increases team cohesiveness due to clarifies objectives.

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