

Barely Managing? Start Coaching!

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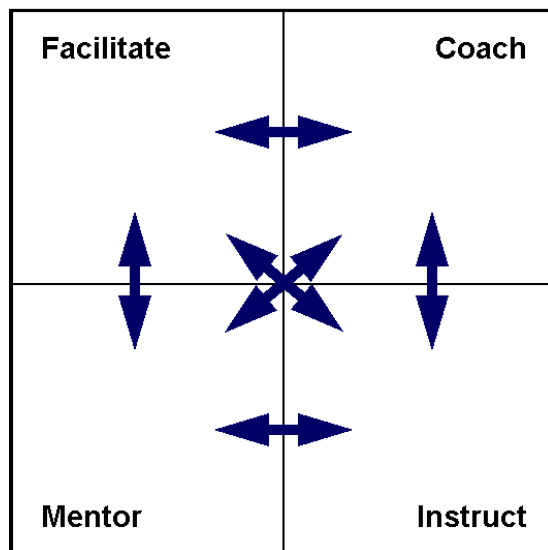
*A team is an **interdependent** group of people, **bound** by common values and working toward a common purpose ... within your company **Code of Honor**.*

Foundations of a Team tm



PHASE	HOW DO YOU KNOW?
Forming	Getting to Know You Process
Storming	Conflict Arises, Personalities Clash
Norming	Bonding Occurs, Team Develops Values
Performing	People Focused, Team Achieves Goals
Reforming	New Leader, Turnover, Reorganization

The Role of the Manager



Progressive Coaching

- Progressive coaching is a process for dealing with job-related behavior that does not meet expected and communicated performance standards and consist of:
 - ✓ Reminders
 - ✓ Verbal Written Coaching
 - ✓ Written Coaching
 - ✓ Final Coaching
 - ✓ Suspension (to gather information & ensure you make the right decision).
 - ✓ Termination

The Script!!

I just (saw, learned) that you (gave great service, came in late, didn't follow the procedure) and I wanted to (thank you, remind you of the code of honor/policy...). I need you to (continue providing great service, come in on time). Thank you



ABOUT YOUR SPEAKER

Glenna Hecht, SPHR-Senior Professional in Human Resources, founded Humanistic Consulting in 2010 after a 30 year career leading HR/Training functions for world renowned brands. She has spoken before Fortune 100 companies, franchise and not for profit organizations. Humanistic Consulting provides outsourced human resource and training solutions to all industries. Glenna is most noted for her energy, passion, expertise, and connection with the audience. For more information contact:

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