



Performance Excellence features **Peter Quarry**, a well-known psychologist, presenter and organizational consultant.



Named in the *Boston Business Journal's* Top 10 Training Videos released in the US

Coaching to Clarify Expectations



Coaching to Resolve Conflict



"Low key and practical; viewers will remember these lessons."
Training Media Review

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PERFORMANCE EXCELLENCE

Six-Part Video Series

In the same way that athletic coaches help their teams achieve *Performance Excellence*, workplace coaches need to help team members reach their full potential and be the best they can be. This six-volume series demonstrates the basic principles of

how to effectively coach another person, regardless of whether that person is a staff member, peer, manager, or even a customer. It analyses and demonstrates coaching skills, which can be used to ensure teamwork, commitment and the best performance from everyone.



PART 1: COACHING TO CLARIFY EXPECTATIONS (14 mins)

People can only perform well at work if they have been told what is expected of them. This video demonstrates how to communicate your expectations clearly and effectively to another person. The other person could be your manager, supervisor, team leader, co-worker or someone you deal with in another part of the organisation.

PART 2: COACHING TO BUILD SKILLS (13 mins)

Discover an effective approach that can be used to build all types of skills, including technical, task-related skills such as preparing an invoice, or interpersonal skills such as handling a difficult customer. This video also provides effective alternatives to the most common mistakes people make when coaching new employees and introduces a four-step model to build all types of skills.



PART 3: COACHING TO ENHANCE CONFIDENCE (13 mins)

Sometimes people don't perform well because they have low confidence at a particular task. This video shows how to first recognise low confidence and then build confidence in others by reassuring them that these feelings are normal. It provides practical examples for challenging the other person's negative self-perceptions and offering concrete help.

PART 4: COACHING TO ENCOURAGE FLEXIBILITY (15 mins)

People need coaching to be flexible and adaptable to all sorts of organisational change, including technological change and re-engineering projects. This video demonstrates the most common psychological reactions people have when confronted by change and it provides practical 'how-tos' for dealing with these reactions.



PART 5: COACHING TO RESOLVE CONFLICT (15 mins)

This program will provide viewers with the knowledge and skills they need to coach others to resolve conflicts in the workplace, whether they are directly involved in the conflict or are a third party mediating a dispute. The three key coaching skills learned will ensure that conflict does not waste valuable time and money.

PART 6: COACHING TO DEVELOP MOTIVATION (11 mins)

Discover why giving advice doesn't always help people to perform better at work. This results-oriented video demonstrates a powerful coaching technique for ensuring that people take responsibility for motivating themselves. It provides practical examples of the "question-style" of coaching and will help the coach ask the right questions, use silence effectively and push for detail.

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