



Master Performance.
Realize Results.



GMP Mastery™ Coaching Workshop Description

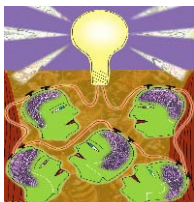
The Eighth Commitment of Mastery: **“We must Conscientiously Cultivate and Consciously Develop Competence and Commitment!”** requires that all managers be able to properly train and develop their people.

Developing competence, gaining commitment, nurturing talent, and ensuring that people are motivated and productive requires open communication and trust between managers and staff.

This workshop starts a conversation about developing the fundamental training and development techniques that enable managers to get the best performance and results from their people.

In addition, we will discuss practical techniques for dealing with people, resolving conflicts, appraising performance, and building a committed, highly-motivated team.

You will be challenged to evaluate your current effectiveness as a trainer and manager and develop a specific and customized action plan for applying the workshop critical thinking and practice points to your organization.



Training and Developing People

Workshop Critical Thinking and Practice Points

Developing Basic People Skills

- Understanding Behavior
- Understanding People's Needs
- Learning the Basics
- Building Confidence
- Communicating Clearly
- Gaining Trust & Commitment

Training and Developing People

- Providing Formal and On-the-Job Training
- Improving Job Skills
- Guiding Others
- Teaching by Example
- Motivating People
- Improving Day-to-Day Performance

Finding Solutions

- Building Inclusive Environments
- Opening Closed Minds
- Dealing with Conflict
- Working Collectively as a Team
- Dealing with Personal Difficulties

Assessing and Rewarding People

- Evaluating Performance
- Promoting Staff
- Turning Failure into Success
- Using Incentives Properly
- Creating Partnerships