



Coaching for Engagement and Improved Performance

Engagement is crucial to a culture of service excellence and accountability.

The *Coaching for Engagement and Improved Performance* workshop will build participants' ability to identify key engagement behaviors and coach appropriately to boost employees' engagement levels and contributions to the organization's success.

This engaging and hands-on 4-hour workshop provides participants with a number of proven tools and strategies targeted at building the skills and capabilities required to engage and retain healthcare employees:

- ✓ Identify behaviors associated with each of the four levels of engagement
- ✓ Examine the financial impact of the current level of engagement at the organization
- ✓ Explore coaching objectives needed for employees at each level of engagement
- ✓ Practice coaching conversations
- ✓ Apply an organization's services standards to coaching conversations
- ✓ Review coaching practices and next steps

By the end of the workshop, participants will have a solid plan, tools and solutions to take action with their employees. This ensures leaders will have the tools to retain their best performers and set clear limits and consequences for disengaged behaviors.

Preparing for Success

Senior leaders are essential to the success and follow through tied to this workshop's goals. How well senior leaders set expectations and hold their teams accountable will determine the overall impact of this workshop investment. Prior to the workshop, Baird consultants will conduct a session with senior leaders to review objectives, accountability and next steps that will help your organization gain traction in coaching for engagement. This senior leader session reviews the workshop content and principles and reviews a timeline for leader follow up.

Additional Coaching Services

Baird Group offers one-to-one coaching for leaders to help them hone skills learned in the engagement workshop. Coaches enhance the strength of the leadership team by adding support, guidance and increased accountability at the individual leader level. A minimum six-month engagement with an individual coaching participant is recommended for greatest impact. This leadership coaching is accomplished via a combination of on-site and virtual sessions.

Contact

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