



## Coaching for Improved Performance

### Summary

- Users learn the Coach 5-7 Model by practicing coaching a simulated employee, Brooke Lerner
- Brooke's performance issues and personality change with each play, motivating repeated practice.
- Users receive ongoing feedback on their progress and a post-conversation score on their mastery of the learning objectives.
- The training system helps managers develop skills and comfort with discussing job performance issues with their employees.

### Scenario



- Users assume the role of Brooke's manager.
- Brooke behaves differently in each conversation based on her performance problem, personality, and user-driven mood.

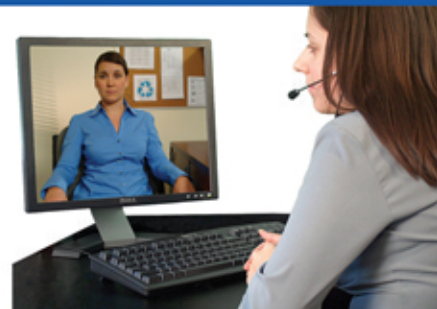
- Topics that the user can discuss include Brooke's:
  - Strengths
  - Goals and motivations
  - Thoughts about her workplace and team
  - Opportunities for improvement
  - Source of performance issues
  - Possible action plans for improving performance



### Learning Objectives

After achieving mastery through repeated conversations, the user will be able to apply the Coach 5-7 to:

- Guide employees toward discovery of the source of substandard performance
- Create an action plan that is specific, measurable, action-oriented, reasonable, and time-bound (SMART)
- Develop active listening skills
- Manage confrontation appropriately



### Seat Time

- Approximately 2 hours of e-learning material.
  - Simulated conversations last 15-30 minutes.
  - Average user will require 8-15 hours to achieve mastery of the learning objectives, but can learn the basics in a few hours.
- NOTE: Figure does not account for longer-term "refresher" sessions, which will vary by user.