

Title: The Courage to Coach

Production Company: American Media

Reorder Information: 800-262-2557 or www.ammedia.com

Length: 19 Minutes

Synopsis:

An inherent part of being a manager or supervisor is dealing with tough employee situations. Sometimes it just seems easier to ignore the problem rather than take the time and courage to confront the situation and get the employee back on track.

The Courage to Coach outlines a specific five-step process for coaching that will work in any employee performance situation. It begins with a critical first step – call it like you see it. You will also learn how to reach an agreement on the problem, develop an action plan for correcting the problem and follow up with an employee.