Coaching for Breakthrough: Transforming Performance Challenges

MANAGER EXCELLENCE PROGRAM Q3

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MEP TRACK – Q2

Q1 – Foundations For Success
- Leveraging Effective Communication
- Aligning Leadership & Employee Learning Style

Q2 – Thriving In Leadership
- Prioritizing your Workload
- Establishing a Work-Life Balance

Q3 – Managing Employee Performance
- Coaching for Breakthrough: Transforming Performance Challenges
- Empowering Growth: Overcoming Performance Obstacles

Q4 – Elevating Team Performance
- Build a Culture of Excellence
- Retaining Star Employees
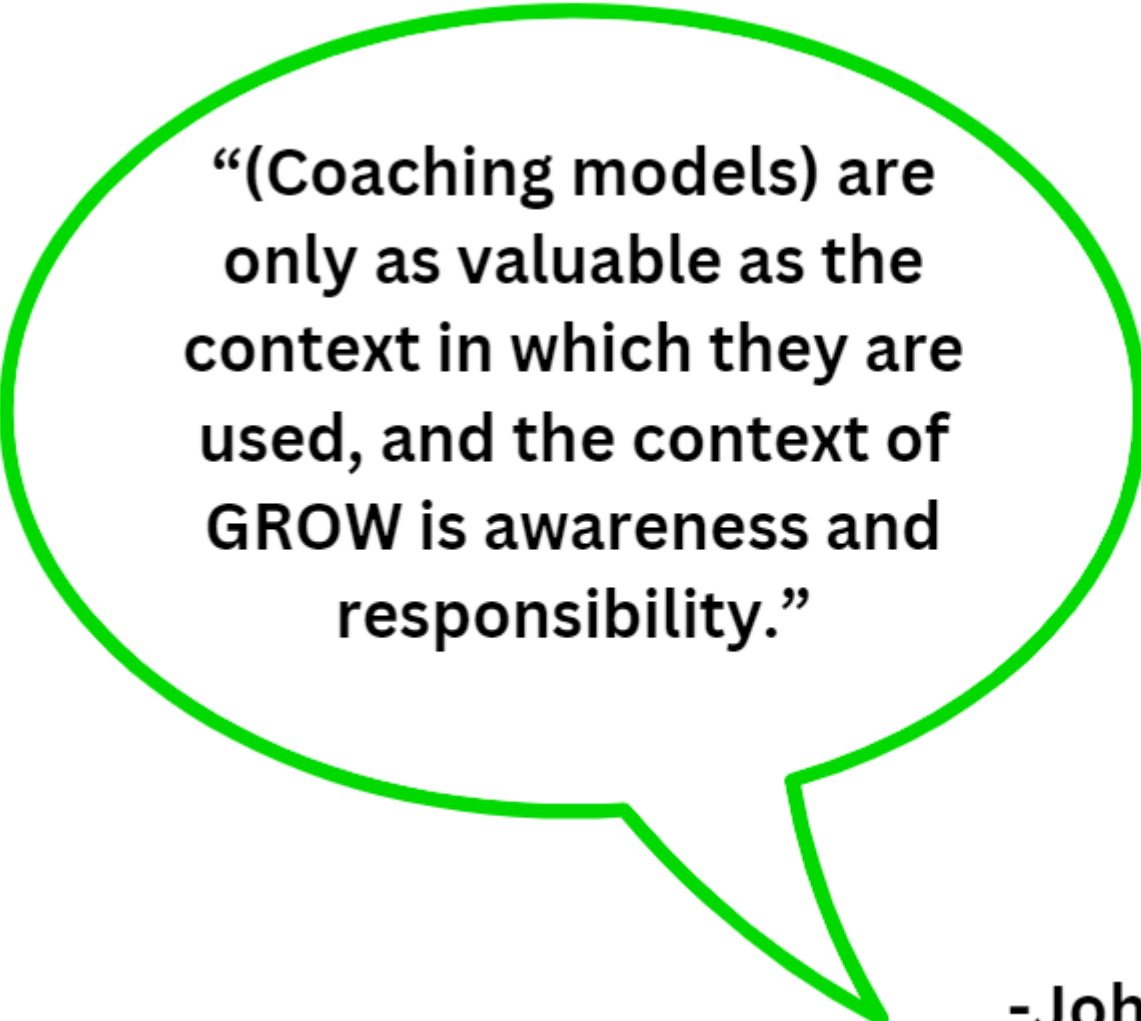
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INTRODUCTION BREAK: 5 MINS

Introduce yourself!

✓ Turn your camera on ☺.

✓ What's your name and title?

✓ What vertical are you in?

✓ What do you hope to learn and take away from today's

session?

SESSION TAKEAWAYS

- **The Grow Coaching Model**

- **Performance Reviews: Words that Work**

- **How to Write Realistic Goals**

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GROW COACHING

"(Coaching models) are only as valuable as the context in which they are used, and the context of GROW is awareness and responsibility."

-John Whitmore

GROW COACHING

GROW COACHING EXAMPLE PHRASES

G-Goal

What does success look or feel like?

R-Reality

What is happening at the moment?

O-Options

What could you do differently?

W-Will

What do you want to do?
When will you do that?

PERFORMANCE REVIEWS

"57% of employees prefer corrective feedback over straight praise." -Harvard Business Review

PERFORMANCE FEEDBACK: WORDS THAT WORK

Do

Specific

Data Driven

Recognition

Don't

Vague

Emotion

Negativity

FEEDBACK EXAMPLE OF WHAT NOT TO DO

Don't

"Sarah, I am disappointed with how things are going lately. The maintenance request follow-ups are not as good as they used to be. I feel like you are not putting in enough effort, and the tenants are complaining more, which is stressing me out. You need to step up your game to make sure things get better around here. "

FEEDBACK EXAMPLE OF WHAT TO DO

Do

G: Sarah, first, I want to recognize your outstanding work improving tenant satisfaction. Your responsiveness has increased our "excellent service" rating from 75% to 92%, which is impressive. Now, let's focus on improving our follow-up process after repairs. What specific goal would you like to set to increase tenant follow-ups?

R: Currently, 15% of tenants report no follow-up after repairs. Can you walk me through your current process for handling maintenance request follow-ups?

O: What processes could be implemented to increase our follow-up rate? Are there any tools or systems that might help streamline this process?

W: Which of these processes do you feel most confident with? What specific actions will you take to start improving the follow-up process?

PERFORMANCE REVIEWS: WORDS THAT WORK

"It would be beneficial for you to start taking notes during our stand-up, so you don't forget any of the tasks or feedback you shared."

"When you raise your voice during discussions, you make other people uncomfortable. This is something you should be aware of and not do moving forward."

"I encourage you to keep being a sounding board for your teammates. Many of your team members say you're a great listener, and they feel comfortable sharing ideas with you. "

" I encourage you to keep doing [action]. I've received positive feedback that this has really helped the team [results]."

SMART GOALS

S

Specific

Make goals clear and **specific.**

M

Measurable

Define **measurable** assets.

A

Attainable

Confirm your goals are **attainable**.

R

Relevant

Verify your goals are **releveant**.

T

Time-Based

Set up a **time-based** plan.

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CREATE A SMART GOAL

Goal: Sarah wants to improve her maintenance follow-up survey.

S: Reduce the percentage of tenants reporting no follow-up.

M: From 15% to 5%.

A: Implement an automated email system and set up a digital tracking system.

R: Enhances tenant satisfaction.

T: Achieve this goal within the next 90 days. Send auto email within 24 hours of repair completion.

SMART GOAL EXAMPLE

I aim to decrease the percentage of tenants who do not receive a follow-up survey from 15% to 5% by implementing an automated email system and setting up a digital tracking system to ensure accuracy. This will enhance tenant satisfaction. My goal is to achieve this within the next 90 days, and I will also send the automated email within 24 hours of any repair completion.

HOW TO ADD GOALS IN WORKDAY

Your Key Take Away

What is one piece of information from this presentation that stood out to you and that you will implement going forward?

Thank You for Attending!