

# Continuum



## Coaching, Motivating and Keeping Your Best People

### *Who would gain from this presentation:*

- *Managers/Supervisors/Lead People.*
- *Any manager/supervisor accountable for retention or productivity.*

The negatives of employee turnover are obvious: greater costs to hire and train new employees, lost knowledge and experience, decreases in individual and organizational productivity, lower morale, and lower quality of work.

Continuum offers this training to help employers meet these challenges head on. By attending, leaders will learn effective on-the-job coaching skills that will result in increased productivity, enhanced relationships and greater employee buy-in. Some of the key points that are included in the training are: building positive relationships that get work done, learning what motivates workers in a multi-generational environment, giving rewards that mean something to the team member, giving effective feedback with the SAR Technique (Situation/Action/Result), focusing on changing behavior not attitude, and encouraging employees to participate in solving problems.

A variety of exercises are included allowing the attendees to identify their personal motivators, share ideas on how to reward team members, and write feedback in the SAR format.

### *What People are Saying About Coaching and Motivating Employees:*

*"I liked going through negative SAR's and learning how to deal with these issues."*

*"I will have more one on one with my employees"*

*"I will use the SAR..."*

*"I liked the information on generational differences"*

*"I would recommend this seminar to anyone"*

*"I enjoyed the tips for getting employees involved with the mission."*

*"For the short time invested, I received a good value in return."*

*"...trainer had a positive, upbeat attitude."*