

Coaching for Top Performance

Jeffery H. Davis

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- Work-Based Areas
- Measurable Areas
- Changeable Areas
- Standards Areas

How to Document Performance

- Documenting Use of Time and Meeting of Deadlines
- Quantity
- Quality

Document Positive Accomplishments

- Too! Summary
- Review Questions

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Assessing the Data

- Determine What's Important
- The Case of the Mixed-Up Priorities
- Symptoms Versus Causes
- Two Approaches to Data Assessment

Developing a Performance Improvement Plan

- Step 1: Identify the Performance Problem
- Step 2: Describe the Desired Change
- Step 3: Measure the Performance Gap
- Step 4: List Expectations (for You and the Employee)
- Step 5: Develop an Action Plan

Summary

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- Step 3: Invite the Employee to Respond
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Summary

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