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Coaching for Improved Work Performance

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~Ferdinand F Fournies, 2000 Your ability as a manager is measured by what your employees do 3 What is the function of a manager?

Coaching for Improved Work Performance

to infl uence other peoples' behavior or performance will benefi t from Ferdinand F Fournies' book on coaching He describes specifi c intervention tactics and shows how to apply them Use this manual to eliminate managerial frustration It can be your stepping stone to creating a ...

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particularly with Ferdinand Fournies' book Coaching for Improved Work Performance⁷ Attention increased in the 1980's with noteworthy articles in 1983 and 1984 in which coaching was hailed as a management tool for improving effective work performance and building effective teams⁸ In the early to mid-80's several coach training programs

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Coaching within an Organization: A Coaches Assessment

coaching did not gain widespread attention until the 1970's with Ferdinand Fournies book "Coaching for Improved Work Performance" In the early 1980's attention continued to increase on the use of coaching as a tool to improve work performance and team effectiveness, and from this several coaching training programs were started

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1 The New Manager's Survival Manual by Clay Carr, 1995 2 Coaching for Improved Performance by Ferdinand Fournies, Revised Edition, 1999 3 Resolving Conflicts at Work by Kenneth Cloke and Joan Goldsmith, 2000 4 Developing the Leader Within You by John C Maxwell, 1993 5 Winning Decisions - Getting it Right the First Time by J Edward Russo, Margo Hittleman, and

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Ferdinand Fournies (2000) claims that coaching for better performance starts with doing the right things Consider the following three management actions to improve an employee's work performance: Offer bigger incentives to motivate the employee to work harder and smarter

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Source: Ferdinand Fournies, Coaching for Improved Work Performance “Do you understand why it’s important to ask ‘How may I help you?’ in your opening?” (if not, explain, assess buy-in) “Why do you think it’s important to express willingness to help when greeting the caller?” “What do you think the opening should be?”

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