COURSE OVERVIEW

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, the ability to coach and provide feedback makes the difference between mediocrity and high performance. Today's business environment also challenges organizations to increase productivity, improve quality, shorten cycle time and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships. **THIS COURSE IS REQUIRED FOR THE COOPERATIVE LEADERSHIP EDGE PROGRAM.**

LEARNING OBJECTIVES

- Understand what coaching is and how it helps employees
- Learn and practice various coaching techniques for various situations
- Prepare to coach someone in your cooperative on a real-time issue
- Understand accountability and conflict
- Learn to differentiate between healthy conflict and escalating situations

WHO SHOULD ATTEND?

- New supervisors, employees, employees leading people and/or teams

REGISTRATION INFORMATION

**ONLINE REGISTRATION:** GoIEC.org/2Gut4vP

**REGISTRATION DEADLINE** Monday, May 11

**CANCELLATION DEADLINE** Friday, May 15

_The full course fee will be charged for cancellations received after 5:00 p.m. on Friday, May 15, 2019._

**QUESTIONS?** Contact Lena Morris, 317.487.2261 or lmorris@indianaec.org

DATE & TIME

Thursday, May 21, 2020
9:00 a.m. – 4:00 p.m.

COST

$160

CAPACITY

20

FACILITATOR

Lena Morris, IEC; Denné Smith, Wabash Valley Power Alliance; Jon Bobbitt and Megan Miller, Hoosier Energy

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