



The **B·E·S·T** Performance Coaching System for Contact Centres

‘Motivating and empowering your people to perform at their BEST for your organisation’

The BEST Coaching System provides your managers, supervisors, team leaders and performance coaches with simple but sophisticated skills and strategies to influence, guide, teach, demonstrate and negotiate behaviours – driving performance through self-motivated people.

Recent years have seen a distinct shift in the roles and responsibilities of managers at all levels. One of their greatest current challenges is the balancing of the operational aspects of management with the people orientation of powerful leadership. The BEST Coaching System is designed to enable your managers to find this balance, and to work to achieve the required outcomes for your organisation.

Through working many years in management and training delivery, we have experienced the need for shifts in both will and skill, to bring about lasting behavioural change. The BEST Coaching System focuses strongly on skill – providing your people with a sound understanding of the principles of learning, communication and behavioural management, as well as proven simple steps for achieving an effective coaching process.

The BEST Coaching System guides managers to create the climate for their people to motivate themselves. Frequently managers avoid coaching because they believe they need to have all the answers. In fact they do not. They simply need to empower their people to find the answers. To give their people the confidence to bring out the best in themselves, live up to their potential, and reach their own goals in the pursuit of organisational goals.

Our Proven Program includes:

- The definition and description of a successful coach
- What the BEST coaches do
- The Three Laws of Enlightened Leadership
- Key Success Areas for coaching in your environment
- The barriers to coaching and how to bust them

Program inclusions cont.

- Motivational theory and reality in the workplace
- The principles of adult learning and behavioural change
- The BEST Coaching System processes and practice
- Essential awareness around language, internal state and communication
- Reward and recognition, and their role in coaching effectiveness
- Developing a broad coaching culture in your organisation
- Coaching resistance and how to manage it
- You as coach – role ownership and self-management
- Project development and action plans.

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. At Progress, we work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on M 0411 358 333 or email admin@progress.com.au.