

# Efficient Management 3

## Supporting employees

### Seminar objectives

#### The participants

- Learn their role as a coach to their employees
- Know the benefits they bring to their employees
- Learn to give objective-oriented support to employees
- Learn the optimal process for coaching employees
- Know the correct behaviour of a coach in discussions with customers
- Learn to give feedback in development discussions
- Learn to set objectives for long-term employee development
- Learn to accompany employees in their development of self-reliance and responsibility

### Contents

- Basics of coaching
- Procedure of coaching
- Coaching / development discussions
- Employee development
- Setting of targets in a coaching process



### Methods

- Lectures
- Group work
- Exercises
- Case studies
- Role-play
- Feedback

### Organisation

- Target Groups
  - Service Manager
- Period
  - 2 days