Leadership and Mastering Performance Management, A Supervisory Mid-Management Seminar: Phase III The Leader as Coach

Our research has shown that when there are performance problems in public safety organizations, invariably it is a result of failing to confront performance breakdown. As much as we in the public safety culture are concerned with control it is not just t the micromanaging that translates into performance issues and the front pages of the news, but the failure to confront performance shortcomings that peers and supervisors routinely note in day to day activities of an individual but hesitate to confront head on.

Phase III of this series builds on the previous two phases of this program utilizing previously introduced tools of the DiSC© and Situational Leadership II©, and will assist an individual and an agency to implement The Seven Layers of Success© as well as to pass The Leadership Test.© It is an intensive, interactive, multi-media course using discussion, hands on activity and exercises that develop supervisory and instructional skills in leaders and trainers. The course provides the most current understanding of how our brain learns with how supervisors and instructors can best improve the performance of those that they leave. The class will prepare supervisors, leaders and trainers to build and deliver procedure based performance improvement programs that make the individual more effective within a safe environment while getting the most from available training time and resources.

Participants will be immersed in learning and practicing the very best, evidence based, procedure based supervision and training methods in a "learn it today, use it tomorrow" format.

Topics include:
How we learn and why Street Smart Performance works
Best work practices
Rep best work practices
Properly coaching feedback
Performance management and evaluation

Course Objectives:

1. Describe the evidence base for coaching to improve individual performance.

2. Implement the Gallagher Westfall Group, Seven Layers of Success© and apply Street Smart Performance methods to the Seven Layers of Success©.

3. Integrate StreetSmart Supervision to the DiSC© and Situaitonal Leadership II©.

4. Implement the Stop Bad, Cause Good Supervisory Decision Making and Initial Action Planning Model.

5. Develop best work practices for supervisors using the StreetSmart 360º Process.

6. Implement StreetSmart Job Task Analysis for scenario development.

7. Develop scripts using Best Work Practices that are procedure based as the basis for instructional design.

8. Apply the StreetSmart Performance Routine, including the use of Real World Examples, Walk-Throughs, Low Speed and Real Speed Reps.

9. Apply the StreetSmart Feedback Coaching process, including immediate feedback and immediate fix methods.

10. Develop grit and resilience, including situation awareness, self-diagnosis, problem solving, supervisory review, and mental toughness using the StreetSmart Feedback Coaching Process.

11. Implement StreetSmart Performance management processes including the critique process and SWOT analysis.

12. Develop StreetSmart evaluation quality indicators for use in training and evaluation of LEO performance.

Day One
Block -1 -Why StreetSmart Performance Works

8:00 AM	Why StreetSmart Performance helps the individual to perform better under stress. The Sullenberger US Air Flight 1549 Case Study
	Real World Case Studies – OH and NM
	Leading and teaching "Grit and Reslience."
	How our brain performs – Research, Evidence and StreetSmart Performance
	Applied Learning Exercises.
10:00 AM	Street Smart Performance, Self-Awareness and the DiSC and SL II
	Defense from liability claims – StreetSmart Performance and the Gallagher-Westfall Groups Seven Layers of Success©
	StreetSmart 360° - Best work practices for supervisors, direct Reports andpPeer supervisors
11:45 AM	Lunch Break

Block 2- Best Work Practices

1:00 PM	Developing Best Work Practices – Data Courses, Video Development
	Job Task Analysis – StreetSmart Performance Planning
	Crawl, Walk, Run - StreetSmart Performance Routine
	Coach the Fix – StreetSmart Feedback Coaching Methodology
	Performance Management – Brunacini's Leadership and Coaching Action Model
	God reps – goal based, coached deliberate practice
	Fire together, wire together – Connect training and performance in the street.
	Applied JTA
	Building Performance Training Scenarios
	Hands on JTA and Coaching Exercises
5:00 PM	Adjourn

Day Two
Block 3- Rep Best Work Practices and Feedback Coaching

8:00 AM	Habits help heads up – Increase situational awareness in the real world
	Stair step learning – Simple to complex – Smart wins, big skills transfer
	Applied performance planning
	Stop bad, Cause good – supervisor decision making model
	Decision making for discretionary time and non-discretionary time cases
	Applied case studies
	Hands on coaching exercises.
11:45 AM	Lunch Break

Block 4- Applied Performance Management. Applied Case Studies and Resources

1:00 PM	Gentle pressure relentlessly applied – making change work in your agency
	Change – implementation planning
	AAR/critique worksheets
	SWOT Analysis worksheets
	Research Sources and reading list
	Applied case studies
	Hands on coaching exercises
	Summary and course evaluations
5:00 PM	Presentation of certificates