Training Course on Performance Coaching for Underperforming Staff

Professional Development Training Course Outline

Category	Educational Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s competitive work environment, underperformance is a challenge that many organizations face. Training Course on Performance Coaching for Underperforming Staff empowers managers, team leaders, and HR professionals with the tools to identify, understand, and transform underperformance into productivity. With a focus on employee engagement, behavioral coaching, data-driven performance management, and constructive feedback, this course fosters a culture of continuous improvement and accountability.

Designed with practical application in mind, the course utilizes real-life case studies, actionable coaching models, and evidence-based leadership strategies. Through hands-on learning and reflective practices, participants will gain the confidence and competence to drive positive change, reduce turnover, and enhance organizational performance. This course positions coaching not as a punitive action but as a strategic intervention for growth.

Programme Curriculum

Training Course on Performance Coaching for Underperforming Staff

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Course Objectives

Participants will be able to:

1. Identify causes of employee underperformance using data analytics and behavioral assessment tools.
2. Apply empathy-based coaching to foster psychological safety.
3. Develop personalized performance improvement plans (PIPs).
4. Use SMART goals to drive measurable performance outcomes.
5. Implement 360-degree feedback as a development tool.
6. Master motivational interviewing techniques for behavior change.
7. Enhance team productivity using collaborative coaching models.
8. Build resilience and accountability among staff.
9. Resolve conflicts through positive confrontation and dialogue.
10. Conduct impactful one-on-one coaching sessions.
11. Use KPIs and OKRs to measure coaching effectiveness.
12. Apply emotional intelligence to coaching conversations.
13. Promote a culture of continuous feedback and development.

Target Audience

1. HR Managers
2. Team Leaders
3. Supervisors
4. Department Heads
5. Organizational Development Consultants
6. Learning and Development Specialists
7. Project Managers
8. Executive Coaches

Course Duration: 5 days

Course Modules

Module 1: Understanding Underperformance

- Define underperformance and its root causes
- Identify internal vs. external factors
- Recognize early warning signs of disengagement
- Use assessment tools to analyze behavior patterns
- Prevent bias in performance reviews
- **Case Study: Diagnosing Underperformance at TechCorp**

Module 2: Communication and Active Listening

- Practice non-verbal and verbal cues
- Develop empathy in communication
- Master the art of asking powerful questions
- Apply the CLEAR model in conversations
- Listen to understand, not to reply
- **Case Study: Coaching a Disengaged Sales Agent**

Module 3: Setting SMART Goals for Performance

- Define Specific, Measurable, Achievable, Relevant, Time-bound goals
- Align goals with organizational vision
- Involve employees in goal creation
- Monitor progress using milestone check-ins
- Adjust goals based on performance data
- **Case Study: Rebounding a Project Manager's Performance**

Module 4: Performance Improvement Plans (PIPs)

- Structure effective PIPs with timelines
- Use coaching language in PIPs
- Define success metrics and outcomes
- Avoid punitive tone—focus on development
- Incorporate review checkpoints
- **Case Study: A Turnaround Story with a PIP at MedCare**

Module 5: Coaching Techniques and Models

- Apply GROW and OSKAR models
- Use motivational interviewing
- Implement solution-focused coaching
- Balance directive vs. non-directive coaching
- Track behavioral change over time
- **Case Study: Leadership Transformation at EduTrain**

Module 6: Feedback and Difficult Conversations

- Deliver feedback using SBI model
- Create safe spaces for tough talks
- Recognize personal triggers and bias
- Practice de-escalation techniques
- Reinforce trust during hard conversations
- **Case Study: Navigating Conflict at FinEdge**

Module 7: Measuring Coaching Impact

- Track KPIs and OKRs linked to coaching
- Gather feedback from coached employees
- Use performance dashboards
- Conduct ROI analysis of coaching programs
- Adjust strategies for continuous improvement
- **Case Study: ROI of Coaching in Logistics Inc.**

Module 8: Building a Coaching Culture

- Establish peer-to-peer coaching structures
- Integrate coaching into performance reviews
- Train internal champions as coaches
- Recognize and reward coaching outcomes
- Promote ongoing learning and reflection
- **Case Study: Coaching Culture at GreenBridge NGO**

Training Methodology

- Interactive workshops and role-playing exercises
- Real-life case study discussions

- Video-based coaching simulations
- Self-reflection and journaling activities
- Group coaching labs and peer feedback
- Downloadable tools and templates for coaching

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com