



**Coaching:**  
**Building a Performance Culture at Your Library, One Employee at a Time**  
*Workshop Agenda*  
*Summer-Fall 2007*

Dr. Steve Albrecht, PHR, CPP  
An Infopeople Workshop

**Why Coaching: What It Is and What It Isn't**

- ◆ Making the Business Case for Coaching Library Employees
- ◆ Coaching Processes and Delivery Modes
- ◆ Targeted Coaching for Selected Employees  
*Exercise #1 Best Boss – Worst Boss*

**Coaching Opportunities**

- ◆ “Crucial Conversations”
- ◆ Coaching for the “Big Three”
- ◆ Demonstrating Success
- ◆ Coaching for Business Impact Events  
*Exercise #2 Two-Person Questioning*

**Laying the Foundation for Coaching: Aligning for Success**

- ◆ Coaching Targets
- ◆ Coaching Delivery Modes
- ◆ Targeted Coaching
- ◆ Ground Rules for Coaching Meetings
- ◆ Meeting Steps
- ◆ Reactions and Misconceptions  
*Exercise #3 The List of Seven Choices*  
*Exercise #4 Keep / Stop / Start*  
*Exercise #5 The P.I.N. Tool*  
*Exercise #6 The Three C's Tool*

**Coaching the Big Four**

- ◆ The Rising Star, the Problem Child, the Plow Horse, and the Smart Slacker
- ◆ The Coaching Contract  
*Exercise #7 Skill-Building through Coaching Practice*

**Summary and Evaluation**

*There will be two 15-minute breaks and an hour for lunch.*