

# Coaching for Accuracy



This practical one day workshop is for team leaders and managers who have attended the core *Developing an Eye for Accuracy* programme and now want to reinforce the accuracy messages back in the workplace with their own teams.

## **The objectives of the course are to:**

- Identify and address accuracy issues within your team
- Identify and address specific accuracy problems experienced by individual team members
- Practise working with individuals, addressing specific accuracy problem areas via a structured one-to-one coaching session
- Evaluate the benefits that improved accuracy delivers for individuals, your team and your organisation
- Implement a plan for improving accuracy levels within your team.

The focus of the course is on reinforcing the accuracy techniques and mind-set, which have been learned and practised during the *Developing an Eye for Accuracy* programme. Delegates learn how to champion the importance of accuracy and prepare action plans for improving operational efficiency back in the workplace. The workshop fosters an attitude of continuous improvement and delegates learn how to use practical tools to help them develop an internal accuracy culture.

## **Why accuracy is important**

Delegates reflect on how the performance of their teams is affected by mistakes and discuss real examples to review the impact on the organisation, the team and the individual who made the mistake. Coaching for Accuracy is introduced as a specific type of coaching, which is positive, supportive and focused on reducing error.

## **Planning to coach**

Delegates practise how to coach a range of accuracy techniques using a series of practical scenarios, taking it in turns to be the coach, the team member and an observer. Using a 'Coaching Planner' delegates learn how to prepare a short one-to-one coaching session and evaluate the success of their coaching conversation with the help of feedback.

## **How the accuracy techniques apply to my team**

Delegates learn how to review the *Developing an Eye for Accuracy* programme with their teams and how to support the use of the accuracy techniques back in the workplace. They explore the 'business drivers' for improved accuracy and devise a plan for measuring the team's improvement in accuracy. Delegates are provided with a set of four short activities to use with their teams to emphasise the importance of accuracy as a team goal.

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## The course structure

### Part I: Introduction to Coaching for Accuracy

What is coaching for accuracy and how is it different from management coaching?

### Part II: Reviewing the principles and techniques

How can the manager 'lead by example' and look for opportunities to manage their team for greater accuracy?

### Part III: Coaching practice

Delegates prepare for and then deliver a short coaching intervention based on a particular scenario. Delegates practise using a range of 'coaching questions'

### Part IV: Next steps, evaluation and action planning

Delegates learn how to:

- review the *Developing an Eye for Accuracy* course with a team member
- evaluate the cost savings and productivity gains against business drivers
- apply 'Coaching for Accuracy' back in the workplace

### Part V: Review sessions and resources for the manager

- four ready-made short team activities your managers and team leaders can use with their people to keep the importance of accuracy 'front of mind'
- resources for your managers and team leaders to use after the course, including a Coaching Planner, which can be photocopied

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## Benefits of the course

1. The performance improvements achieved in *Developing an Eye for Accuracy* are maintained and enhanced through on-going emphasis on working accurately
2. The course fosters an attitude of continuous improvement
3. Team leaders and managers are engaged in championing the accuracy initiative, which is highly motivational as well as good for efficiency and productivity
4. Team leaders and managers are provided with practical tools to help them develop an internal accuracy culture for your organisation.

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## Course fees and information

**Duration:** one day (9:00 – 17:00)

**Number of delegates:** 12

Delivered by a Scott Bradbury Accuracy Consultant.

**Fees:**

£2,225 + trainer expenses and VAT.

Price includes all course materials and shipping.

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**How to book:** Contact Lissa Elcock, Scott Bradbury Ltd. **Tel:** 01638 723590 **Email:** [accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)

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