



HIGH RELIABILITY
TRAINING

Coaching to Enhance Performance[©]

HOPE Consulting offers a sustainable and unique observation and coaching method known as Coaching to Enhance Performance[©] (CTEP) that is designed to counteract organizational drift (behaviors that depart from standards and expectations). CTEP has been proven to shape desired behaviors among the workforce through a self-evaluation environment. This powerful process has also resulted in positive transformation of employee morale, enhanced empowerment, and ownership of individual performance. Your organization will see immediate behavior changes and personal performance that aligns with your expectations for High Reliability Organizations (HROs), enhanced production, as well as improved personal, patient, asset, and process safety.

CTEP is a sustainable, proactive observation and coaching process that provides solutions to any ineffectiveness related to engagement or coaching within any observation process. CTEP develops an engaged, thinking workforce through the use of a collaborative learning environment to shape desired behaviors. CTEP's power comes from practical training that follows coursework training and understanding of what transforms worker behavior (consistently a client favorite).

We believe enhanced coaching is necessary for both in-house and supplemental personnel.

Contact Us :

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Terminal Objective

Through classroom discussions and testing, {and in-field exercises}, the learner will Describe {and Demonstrate} the behaviors associated with performing Observations and providing Feedback such that the fundamental behaviors of those coached are developed. {CTEP includes field mentoring and evaluation}

Enabling Objectives

1. Explain how observation and feedback support the principles of a High Reliability Organization (HRO).
2. Describe how coaching reinforces behaviors in organizational cultures.
3. Describe the relationship between coaching and conditioning.
4. Explain ways a coach shapes an individual's mindset and perception to positively influence behaviors.
5. Describe the keys to effective communication.
6. Describe why it is important for leaders to perform observations
7. Describe the power of Positive Reinforcement.
8. Describe how to engage the unmotivated individual
9. Identify what to look for in terms of Human Performance tools and error precursors.
10. Explain the importance of reinforcing expected fundamental knowledge, Human Performance, and Industrial Safety techniques during coaching.
11. Describe the relationship between Observations and Performance.
12. Describe the relationship between training with and without reinforcement in the workplace.
13. Describe the elements of effective observations.
14. Describe the importance of intervention during the identification of wrong or risky (unsafe) work situations.
15. Explain how to handle various worker reactions that can result during the coaching processes.
16. Describe the model categories for effective engagement used during the observation debriefing process.
17. Describe the 8-step process for observation feedback.



CTEP Training is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.

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