

Praise for Coaching to Enhance Performance®

Rey is the best coach of leaders and workers that I know. His intelligence and experience combined with his natural curiosity and approach to humble inquiry make his work impactful and long lasting. CTEP captures Rey at his best.
—Mike Blevins, Retired Chief Operating Officer, Electric Utility Industry

“I had no idea!” or “How could this have happened?” Too often managers express such surprises after serious incidents. Unfortunately, managers only find out about longstanding problems and vulnerabilities after the fact—learning late. Most problems exist because managers are unaware of them. Do you want to know what’s really going on in the workplace? Watching work firsthand is an art, but not hard to master. Through the CTEP process, Rey provides insights into a management skill that is rarely done, if done at all. I strongly believe that the practical elements of the CTEP process will help line managers avoid such occasions. Buy it, read it, study it, and do it!—Tony Muschara, CPT, Author of Risk-Based Thinking and Critical Steps

I have used this process at our project with tremendous success. The book provides great insight to developing a high-performance accountable workforce through the observation and coaching process. I highly recommend this book as a top resource in your management and leadership arsenal.—Brian Ramdwar, Deputy Plant Manager, Pueblo Chemical Agent–Destruction Pilot Plant

Effective coaching is a vital part of improving the performance of workers in nuclear power plants. However, far too often leaders fall short of the tools and skills necessary to observe and provide meaningful coaching. I have found that Coaching to Enhance Performance (CTEP) is a simple and effective way of providing meaningful coaching and feedback to workers that gains their alignment and commitment to improved worker behaviors.—Jim Ross, Station Vice President, Bruce “A” Nuclear Power Station

The one thing that comes to mind immediately is something that I have said over and over, ever since I first got turned loose by Rey in the CTEP process. I have seen many "programs" come and go to enforce and enhance safety. Many of them, if not all, were punitive and looked at counting events or what people were doing wrong. However, CTEP is the most powerful process I have ever experienced in behavior change for people in the workplace. CTEP focuses a lot on what people are doing right. I have practiced CTEP and seen fantastic results.—Erich Skelley, Energy Production Superintendent

As a client of Rey's, I have learned many great concepts from his various human performance products, but none have had a more instantaneous impact than Coaching To Enhance Performance. This coaching method has an immediate, positive impact on behavior in the field.—James Vera, HPI Subject Matter Expert, Pueblo Chemical Agent–Destruction Pilot Plan

Introduction

Coaching To Enhance Performance®: How Successful Leaders Create Sustainability Differently is a proactive observation and coaching book and sustainable process designed by HOPE Consulting, LLC, to develop an engaged, thinking workforce using a collaborative learning environment to shape desired behaviors. Sustainability comes from proper application of the process, as described, and through the consistent reinforcement of its use. (For more on sustainability, see the section in chapter 2, “It’s All About Sustainability.”) Throughout this book, *Coaching To Enhance Performance®* is referred to as CTEP.

Although this book addresses the impact of behavior change on organizational performance, its principles also easily apply to personal situations. For example, many CTEP-trained users have applied their knowledge when coaching youth sports and have witnessed great results. The author saw benefits while raising his young children.

This book is comprised of ten chapters covering a range of topics from the importance of real-time coaching to measuring outcomes of coaching. This book, along with the successful completion of our CTEP exam, can be used as the knowledge-acquisition portion; however, full CTEP user training certification is obtained only upon completion of two practical training sessions in real time where work is being conducted within the user’s organization. HOPE has found that without the skills demonstration, during the practical training sessions in real time, success cannot be assured. HOPE also offers CTEP Train-the-Trainer certification, which requires completion of the course material and four full days of practical application training

in the work environment. The practical portion follows the knowledge-acquisition portion and is scheduled with your organization. If interested, please contact us at: rey@hopeconsultingllc.com or call 817-716-9727 or fax 817-755-0928.