

Coaching and Counseling

Coaching and counseling are important skills that can help workers to be at their best.

Coaching is directed toward performance or attitude issues on the job that stem from lack of knowledge or experience related to job responsibilities. Coaching provides a tailored plan to help workers to grow successfully into new roles or to develop new capabilities. Supervisors who master coaching skills tend to have high performing teams. Supervisors can be trained in coaching skills, or for those workers who merit significant individualized attention, employer referrals can be made for coaching with the professional coaches at First Sun EAP. Employer-sponsored and self-pay packages are available.

Counseling is directed toward performance or attitude issues on the job that are not knowledge or skill based. Supervisors who master ways to identify performance concerns and take appropriate job action tend to have high performing teams. Supervisors can be trained in these skills and can use the EAP to help get workers back on track. The professional consultants at First Sun EAP consult with supervisors regarding appropriate job action and then work directly with the worker to address personal issues that affect workplace performance. There are no charges for these consulting services.

The Benefits of Coaching

Workers who have received skilled coaching are more likely than others to:

- Have higher skill levels.
- Be available for delegation of tasks.
- Know what the goals are and how to achieve them.
- Be able to share leadership and other responsibilities.
- Have greater motivation and initiative.
- Take pride in their work.
- Receive performance appraisals in line with their expectations.
- Take appropriate risks.
- Work as a team.

The Benefits of Counseling

Workers who feel listened to and supported as a result of skilled counseling...

- are more productive.
- have lower turnover.
- keep you in touch with their motives and needs and how they will react to organizational decisions.
- have higher self-esteem and less conflict.
- are motivated to do their best.
- have higher personal satisfaction on the job.
- improve their self-confidence.
- are more likely to feel like "part of the team."

You can see that coaching and counseling both lead to higher productivity and greater job satisfaction for your department. To talk further with us about coaching or counseling through the EAP call us toll free at **800-968-8143** or **803-376-2668** in Greater Columbia.