



## Coaching challenges. What's really going on? /

Video Education Australasia,  
2003

Instructional films

Material Projectable

Dana has noticed a change in Brad's performance. Previously a star performer, he is doing the minimum necessary. He agrees that his work has slipped, but he is vague about the reason. In this program, see Dana use the following skills to uncover the real (and surprising) issue. Avoid pre-judging the situation, ask 'drill down' questions, show empathetic responses, use active listening and summarizing, display flexibility to deal with whatever comes up

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**Título:** Coaching challenges. What's really going on? [produced by] Ash Quarry Productions

**Editorial:** Bendigo, VIC Video Education Australasia 2003

**Descripción física:** 1 online resource (9 min.)

**Duración:** 000842

**Mención de serie:** Academic Video Online

**Nota general:** Title from resource description page (viewed Oct. 27, 2014)

**Formato físico adicional:** Previously released as DVD

**Lengua:** In English Original language in English

**Materia:** Employees- Coaching of Personnel management Industrial relations

**Entidades:** Ash Quarry Productions. prn Video Education Australasia. prn

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