

1. Record Nr.	UNINA9910824228003321
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Titolo	Performance coaching skills for social work / / Jane Holroyd, Richard Field
Pubbl/distr/stampa	Los Angeles : , : SAGE, , 2012
ISBN	1-4462-5673-1 0-85725-993-8
Descrizione fisica	1 online resource (161 p.)
Collana	Post-qualifying social work
Disciplina	361.3
Soggetti	Social workers - Training of
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"Leadership and management handbooks"--Cover.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	""COVER ""; ""Contents""; ""List of figures""; ""List of tables""; ""List of activities""; ""Foreword""; ""About the authors""; ""Section 1 Introduction""; ""Section 2 Context""; ""Section 3 Leadership and performance coaching""; ""Section 4 Introduction to performance""; ""Section 5 Introduction to performance coaching""; ""Section 6 The coaching process""; ""Section 7 Communication and coaching skills""; ""Section 8 Performing organisations""; ""Section 9 Team coaching""; ""Section 10 Coaching and change""; ""Section 11 Motivation and coaching""; ""Section 12 Feedback"" ""Section 13 Difficult conversations""""Section 14 Remaining resourceful and developing practice""; ""Appendix""; ""References""; ""Index""
Sommario/riassunto	Within health and social care settings, high levels of sustained performance from individuals, teams, organisations and multi-agency collaborations are required. In order to achieve this, both management and leadership have to take a clear and defined role. This book looks at the 'how to' of performance coaching - from establishing objectives, determining frameworks, processes and systems, to monitoring and taking corrective action as necessary. Coaching in its various forms offers a means by which those involved in public service can be supported and challenged to perform.