

Growing Leaders by Developing Management Skills

Georgia's Own Credit Union (GOCU) chose to recognize the exceptional growth potential within their branch operations teams by engaging the resources of the Center for Practical Management to train and develop managers as performance coaches.

The customized training program was designed in collaboration with the training department at Georgia's Own Credit Union and delivered to over 70 managers of member-facing teams over a six-month engagement.

Engagement Deliverables:

- Performance Coaching Workshop, Facilitated in the classroom
- Video-Taped Skill Practice, Facilitated in small group recording sessions
- Training Reinforcement Mini Sessions, Facilitated by teleconference

Small, interactive classes help foster engaging discussions, insights and collaborations.



GOCU managers completed 5 full days of facilitated instruction with class sizes of 18-24 participants.

The Performance Coaching Workshop is one of several manager development programs provided by the Center for Practical Management. Curriculums are customizable for retail banking, consumer and commercial lending, customer service centers and more.

Contact us today.

Georgia's Own Credit Union

Headquartered in Atlanta, Georgia
23 retail locations
Serving 190,000 members
Asset size over \$2 billion



Manager comments and feedback about the training program:

"We are no doubt better leaders because of you. We have come away with so many great new tools to use in our practices as leaders and coaches."

"How refreshing to receive training on coaching and developing my best employees, instead of always focusing on conflicts and corrections."

"I discovered fresh ideas each month for how to enhance my own coaching. The success or failure of each employee is all dependent on my engagement in the process and involvement in their development."

"I loved learning from my peers during this workshop. Role playing really opens up communication and lets us hear different coaching styles."