



Coaching for Performance Improvement

A bespoke and cost effective way of creating positive and sustainable behavioural changes in front line leaders to improve operational safety and performance.

This coaching programme is a highly targeted and cost effective way of developing the key skills of operational supervisors identified as 'critical communicators'.

A Unique Offering

Long recognised as an extremely effective way of adopting improved behaviours and applying new skills, coaching in the past has been regarded as the exclusive preserve of executives. Benchmark has developed a unique offering – the provision of on-site coaching programmes for front-line supervisors in the infrastructure sector.

Non-Intrusive and Bespoke

Carried out on a 1:1 and non-intrusive basis in the workplace by our experienced, PTS qualified trainers, the coaching is tailored to meet individual and business needs. This flexible approach means no disruption to operational performance and reduces the cost of training.

Programme Content

Our 'Coaching for Performance Improvement' programme has been shown to improve confidence and self-belief and includes development of the following skills:

- Assessing, planning and decision-making.
- Problem solving.
- Effective voice communication and interpersonal skills.
- Time management.
- Incident management.
- Challenging bad practice.

Immediate Results

The programme has been lauded by delegates who welcome the immediacy of its impact. Experience of delivering this programme to Babcock Rail, May Gurney and Network Rail staff has demonstrated a substantial decrease in on-site incidents and accidents. It has improved asset utilisation and increased work output.



“I’ve known plenty of instructors who can stand in a classroom and tell me they know how to do my job better – this is the first time I’ve had one stand at my shoulder on-site and prove it”.

CG Scotland

Course Summary

Course Title	Coaching for Performance Improvement
Course Type	On-site during working hours
Who Should Attend	Frontline railway supervisors and managers
Course Location(s)	On-site
Course Duration	12 to 18 hours subject to need
Course Frequency	To meet customer requirements
Course Cost	£1,000 + VAT per delegate for a 12 hr, 1:1 programme and a 5 hr pre-coaching course.

