

COACHING THE HIGH PERFORMER

WI HFMA 2019 FALL CONFERENCE
SEPTEMBER 18-20, 2019

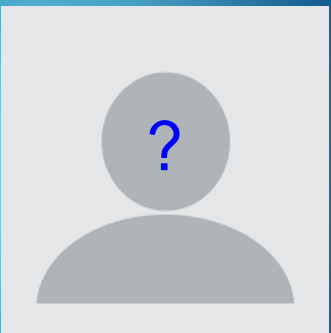
Mark Robison, CPA

CEOgroup
MK ROBISON | LLC
SOLVE • ACCELERATE

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What does your average high performer look like?

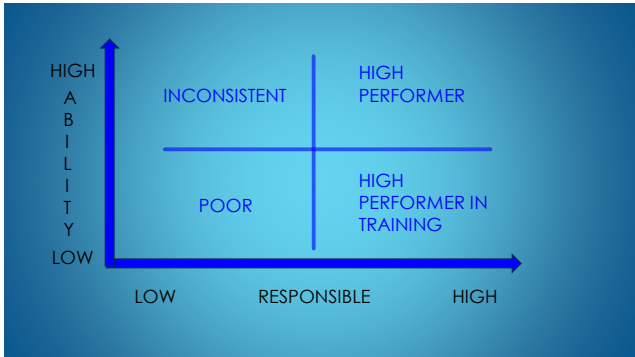


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Anybody!

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RESPONSIBLE

- SELF - ACCOUNTABLE
- HIGH SENSE OF DUTY
- DEMANDING OF SELF
- HIGH STANDARDS
- TRUSTWORTHY
- DEPENDABLE

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TELLS

- GETS THE JOB DONE**
- STRESSED – BUT PRODUCTIVE
- BORED – BUT PRODUCTIVE
- JOB DONE – REGARDLESS
- DOES WHAT NEEDS TO BE DONE
- CRITICAL & DEMANDING

6

NORMAL COACHING

- KNOW THE GAP
- BUILD 'EM UP
- ADDRESS THE CHANGE
- ENCOURAGE
- TRAIN
 - TELL, SHOW, DO, TEACH
- ENCOURAGE
- TIMELINE EXPECTATION

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HIGH PERFORMANCE COACHING

KNOW THE GAP	SELF AWARE - DAILY
BUILD 'EM UP	RECOGNIZE
ADDRESS THE CHANGE	SELF AWARE
ENCOURAGE	
TRAIN	THEY KNOW
—TELL, SHOW, DO, TEACH	
ENCOURAGE	
TIMELINE EXPECTATION	ALREADY THERE

8

NORMAL COACHING

FOCUS: YOUR NOW

HIGH PERFORMANCE COACHING

FOCUS: THEIR FUTURE

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TRAPS

FIND SOMETHING TO FIX

THE PROBLEM HIGH PERFORMER

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VALUE

RECOGNIZE

RETAIN

RECRUIT

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COACHING THE HIGH PERFORMER

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270.392.8197
mark.robison@mkrobison.com

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