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COURSE BROCHURE

Differentiated Performance Coaching for Mixed-Ability Teams

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Differentiated Performance Coaching for Mixed-Ability Teams

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Differentiated Performance Coaching for Mixed-Ability Teams is a 1-week training course for managers responsible for team output, and it produces a Tiered Coaching Plan that sets a distinct coaching route for each high performer, plateaued colleague and underperformer in one team. Output now depends on how well a manager reads the gap behind each result rather than coaching everyone the same way. The course is delivered by Jupiter Prime Training.

Why Differentiated Performance Coaching for Mixed-Ability Teams Matters Now

Three forces shape this subject. Flatter structures give one manager wider spans holding very different capability levels. Strong contributors leave when nobody stretches them, while long-serving staff stall quietly once a role stops changing. Senior leaders also expect output measures, not anecdotes, when a manager explains a dip. A manager who tailors coaching keeps stars engaged and resolves weak delivery early. The course draws on the International Coaching Federation ICF Core Competencies and the GROW model.

Who Gains Most from Differentiated Performance Coaching for Mixed-Ability Teams

- Managers who answer for the daily or weekly output of a team with uneven capability
- Supervisors who hold regular one-to-ones and set individual targets
- Section heads who must decide between stretch assignments, refresher support and formal improvement steps
- Team leaders newly promoted over former peers of very different ability
- Line managers who track productivity measures and explain variance to their own leaders

A department whose supervisors share the same output measures gains most when several of them attend together.

Differentiated Performance Coaching for Mixed-Ability Teams Capabilities

The outcomes centre on matching coaching intensity and style to where each person sits on the performance curve.

- Diagnose the root of a performance gap as skill, will, clarity or capacity — choice of coaching route
- Build goal ladders that break a target into observable output steps — weekly check-in agendas
- Design stretch challenges that keep high performers growing — retention and succession decisions
- Apply reignition conversations that restart plateaued staff — role redesign and mobility choices
- Specify improvement coaching with clear evidence points for underperformers — fair escalation decisions
- Assess coaching impact through observation logs and follow-up measures — reporting to senior leaders

Key Differentiated Performance Coaching for Mixed-Ability Teams Terms

- Performance gap — the measurable distance between the output a role requires and the output a person currently delivers.
- Goal ladder — a target broken into rising, observable steps so progress can be coached and recognised week by week.
- Plateau — a stable period in which a capable person delivers acceptably but no longer grows in skill or contribution.
- Skill-will matrix — a grid that sorts coaching needs by ability and motivation to choose directing, guiding, exciting or delegating.
- Observation log — a dated record of specific behaviours seen at work, used as evidence in coaching conversations.
- Stretch assignment — a task deliberately beyond current comfort that builds capability in a strong contributor.

Differentiated Performance Coaching for Mixed-Ability Teams Day by Day

Day 1: Reading the Performance Curve

- Team Output Baseline — Which Measures Reveal Individual Contribution
- Skill-Will Matrix Sorting — Placing Each Person Before Choosing an Approach
- Gap Root Diagnosis — Separating Skill, Will, Clarity and Capacity
- ICF Core Competencies for Managers — Coaching Behaviours That Fit Line Roles
- Manager Bias Check — Halo, Horns and Recency in Judgements

Day 2: Goal Ladders and Observation

- Goal Ladder Construction — Turning Targets Into Observable Weekly Steps
- Structured Observation Methods — What to Watch and When to Record
- Observation Log Design — Evidence That Stands Up in Conversations
- GROW Model for Output Goals — Moving From Intent to Committed Action
- Follow-Up Cadence Planning — Matching Check-In Frequency to Risk

Day 3: Stretching Stars and Reigniting Plateaus

- Stretch Assignment Design — Growth Without Burnout for Top Contributors
- Delegation Ladder for High Performers — Handing Over Real Authority
- Plateau Signals — Distinguishing Contentment From Disengagement
- Reignition Conversations — Reconnecting Experienced Staff to New Challenges
- Role Crafting Options — Refreshing Duties Without Changing Grades

Day 4: Coaching Underperformance Fairly

- Early Warning Indicators — When a Dip Needs a Coaching Response
- Expectation Reset Dialogue — Restating Standards With Clear Evidence Points
- Improvement Coaching Sequence — Support, Review and Escalation Thresholds
- Difficult Feedback Framing — Keeping Dignity While Naming Shortfalls
- Documentation Discipline — Records That Protect Both Manager and Employee

Day 5: Practising the Tiered Coaching Plan

- High Performer Stretch Rehearsal — Applying Delegation and Stretch Design
- Plateau Reignition Role Play — Applying Signals and Role Crafting
- Underperformance Coaching Simulation — Applying Expectation Reset and Evidence
- Coaching Impact Measures — Linking Follow-Up Logs to Team Output
- Tiered Coaching Plan — Routes, Cadences and Measures for Every Team Member

Applying Differentiated Performance Coaching for Mixed-Ability Teams After the Course

- Place every team member on the skill-will matrix and agree one goal ladder with each person within the month.
- Run one reignition conversation with a plateaued colleague and one expectation reset with an underperformer, logging observations for follow-up.

Differentiated Performance Coaching for Mixed-Ability Teams Questions FAQ

What is differentiated performance coaching for mixed-ability teams and why does it matter now?

It is coaching that varies its route and intensity by each person's performance level. It matters now because wider spans of control put stars, steady staff and strugglers under one manager whose output depends on all of them.

Which roles gain most from differentiated performance coaching for mixed-ability teams?

Managers and supervisors who answer for team output gain most. Newly promoted team leaders managing former peers of uneven ability also benefit.

How does differentiated performance coaching for mixed-ability teams differ from a general coaching skills course?

It focuses on output and on three distinct performance groups. General coaching courses teach one conversation model for everyone; this course chooses different routes for stars, plateaued staff and underperformers.

What do you bring back from differentiated performance coaching for mixed-ability teams?

You bring back a coaching route for each person in your team. It sets their goal ladder, check-in cadence and the evidence you will watch for.

Differentiated Performance Coaching for Mixed-Ability Teams: The Way Forward

The Tiered Coaching Plan first informs where a manager spends coaching time in the coming month and with whom. Managers and their own leaders use it to explain output variance with evidence rather than impression. After its first cycle, revisit whether each person still sits in the same tier and which goal ladders need resetting.