



LEADERSHIP COACHING

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: 8 Hours (1 Day)

COURSE OVERVIEW: This course defines supervisory coaching and counseling and all the issues to be considered during that process. The organizational and leadership issues that affect the employee and their work performance will be discussed, as well as the incredible impact leadership has on others. Employee motivation will be discussed as well as the critical importance of trust and creating a positive work culture. This course is lecture based, however, team and small group exercises are also a part of this course.

INSTRUCTIONAL GOALS: Upon completion of this course the attendee will be familiar with:

1. Employee Coaching
2. Employee Counseling
3. Impacts on Employee Motivation
4. Organizational Culture
5. Mission and Values
6. Assessing Systems
7. Discretionary Effort
8. Emotional Intelligence
9. Practical Exercises

AGENDA:

Day One

0800-0900	Course administration & Introductions
0900-0930	Coaching & Counseling Defined
0930-1030	Impacts on Employee Performance and Employee Engagement
1030-1130	Leadership and Culture
1130-1230	Lunch (not provided)
1230-1330	Leadership, Communication, and Systems
1330-1400	Emotional Intelligence
1400-1530	The Intervention Process
1530-1700	Just Cause Requirements & Case Law

COURSE OUTLINE:

- I. Course Administration
 - a. Course overview
 - b. Learning objectives
 - c. Agenda
 - d. Housekeeping
 - e. Introductions

- II. Coaching and Counseling Defined
 - a. Coaching
 - b. Counseling



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- III. Impacts on Employee Performance and Employee Engagement
 - a. Clear direction
 - b. Definitions
 - c. Information
 - d. Reinforcing behavior
 - e. Group exercises
 - f. Keys to employee engagement
 - g. Leadership impacts on discretionary effort

- IV. Leadership and Culture
 - a. Leadership points to ponder
 - b. Organizational culture
 - c. The engagement concept

- V. Leadership, Communication, and Systems
 - a. Leading in the information age
 - b. Keys to impactful communication
 - c. Organizational systems
 - i. Common systems

- VI. Emotional Intelligence
 - a. What you think it is vs what it really is
 - b. EI defined
 - c. Stress and IQ/Cognitive Ability

- VII. The Intervention Process
 - a. Focusing on individual performance
 - b. Appraisal interview
 - c. Skill issues
 - d. Environmental issues
 - e. Will issues
 - f. Situational leadership
 - g. Directive counseling

- VIII. Just Cause Requirements & Case Law
 - a. Seven requirements
 - b. Supervisory files
 - c. Employee case law

CO-HOST LOGISTICAL REQUIREMENTS:

Classroom

- Adequate seating for the number of students attending, with tables.
- Whiteboard with markers
- Flip chart with paper



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Audio Visual

- Projector for computer presentation
- Large projection screen (minimum of 6' X 6')
- Speaker system to connect to laptop for audio (or ability to plug in a thumb drive to an existing system).
- Extension cord and power strip

Other

- Access to copier

STUDENT EQUIPMENT LIST:

- This course is classroom based.
- Laptop computer is helpful but not required (thumb drives will be handed out to students containing the course materials).
- Business casual dress