



# Coaching for HR Professionals

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HR professionals skilled in employee coaching are valuable assets to their organizations. By utilizing effective coaching skills, you not only increase your ability to influence others, but you help employees realize their full potential by learning how to problem-solve for themselves. In this interactive course, acquire the tools to become an effective coach, and practice your coaching skills in scenarios modeled after real-life HR situations.

## Who Should Take This Course?

This course is designed for experienced HR professionals looking to improve their coaching skills to work with line supervisors and managers or those new to HR who have completed the HR Generalist Certificate Program.

## Course Objectives

At the completion of this class, students will be able to:

- Discuss the advantages of using a coaching approach
- Differentiate coaching from other leadership interventions such as mentoring
- List the basic principles for coaching
- Define and model empathic listening
- Define situational leadership and the four levels of managing people
- Select the appropriate intervention level
- Differentiate developmental coaching from other approaches
- Discuss ways to handle difficult conversations

## Course Info

- Length: 6 hours
- Format: Classroom instruction, demonstration and guided practice
- Prerequisite: Green River's HR Generalist Certificate or prior HR experience

## Course Content

- Coaching 101
- Coaching Basics
- Steps in Coaching
- Ensuring Accountability
- Activity: Coaching Practice
- Situational Leadership
- Levels of Coaching



- Activity: Intervention Diagnosis and Prescription
- Developmental Coaching
- Dealing with Difficult Conversations
- Next Steps

### Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

### Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.\* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

### Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance\* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

\*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at [dss@greenriver.edu](mailto:dss@greenriver.edu); by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit [www.greenriver.edu/student-affairs/disability-support-services.htm](http://www.greenriver.edu/student-affairs/disability-support-services.htm). The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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