



## **CONTINUING EDUCATION**

### Course Outline

# 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/Continuing Education Unit (CEU) 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 Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend\* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

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

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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. Green River College is an equal opportunity educator and employer. Learn more at [www.greenriver.edu/accessibility](http://www.greenriver.edu/accessibility).