Workplace Coaching & Mentoring

Intended Audience  Mid-Level  Delivery Options  2-Day In-Person  
(Onsite or Seminar)

HR Competencies  • Relationship  Recertification*  • SHRM: 15 PDCs  
Management  • Communication  • HRCI: 15  
• HR Expertise  (HR Knowledge)

Program Overview
Experience being a “coach” and “coachee” through practice, observation, and feedback. Develop and apply coaching techniques that effectively increase leader and organizational performance. Increase your self-awareness to better assist the individual you’re coaching.

Program Objectives
This program is designed to provide you with the knowledge and skills necessary to:
• Link coaching goals to business performance.
• Establish an effective coaching plan and recognize the best practices in ethical coaching.
• Demonstrate active listening, “powerful” questioning, and effective communication techniques.
• Incorporate and make effective use of data and feedback through a variety of coaching techniques.
• Recognize when to end a coaching relationship.

Program Modules
This program includes the following modules:
• Module 1: Introduction
• Module 2: Defining Coaching  
  o Coaching background  
  o Types of coaching  
  o Coaching models
• Module 3: Applying Ethics and Professional Standards  
  o Ethical standards in coaching  
  o The ethical decision-making framework
• Module 4: Building Rapport and Trust  
  o A look through the Johari Window  
  o Building rapport  
  o Building trust in a coaching relationship

*Visit shrm.org/seminars for the most up-to-date recertification credit details.
• Module 5: Establishing a Coaching Environment
  o Adapting to the coachee’s needs
  o Creating a suitable environment
  o Creating a coaching presence
• Module 6: Listening Actively and Communicating Effectively
  o Understanding, analyzing, and utilizing non-verbal behavior
  o Listening, reflecting, and summarizing
• Module 7: Asking Powerful Questions
  o Effectively using questions to create action
  o Low-level versus high-level questions
  o Open versus closed questions
  o Aligning questions
  o Additional considerations
• Module 8: Supporting Effective Planning and Goal Setting
  o Setting goals
  o Identifying and taking the first step
  o Bold requests
  o Moving to action and celebrating success
• Module 9: Creating Self-accountability
  o Reasons for ending a coaching relationship
  o Identify your coaching strengths and areas for development
• Module 10: Conclusion