SPRING 2014

Workplace Coaching Skills | BUS 2079 08
Saturday, February 1, 2014 | 9:00 AM – 5:00 PM

Instructor: Alicia Santamaria, M.A.
Email: alicia@adelantecc.com
Telephone: 650.868.4324

Course Description
Whether one is an executive, mid-level manager, administrative or field staff, the “coach approach” to management, communication and relationship building can make a significant difference in the workplace. It can improve supervisory relationships, build strong peer support networks, increase employee self-efficacy, enhance the performance of teams, and create new opportunities for engaging with clients. By honing the skills utilized by professional coaches, employees of all ranks and roles can contribute to the creation of an inspiring organizational culture.

This course will teach key coaching skills applicable to a wide range of roles and workplace settings.

Learning Objectives
By taking this course students will learn and understand:

- What coaching is and how it can be used effectively in the workplace
- Qualities and characteristics of a successful coach
- Key coaching tools and techniques
- How to identify coaching opportunities
- Using the coach approach with teams
- The distinction between coaching, mentoring, and counseling

Important Course Information
- There is no official syllabus or text for this course.
- Please arrive on time and plan to stay for the entire day to ensure credit for the course.
- This course is hands-on, experiential and requires full student participation.