Develop leaders
Enhance motivation
Promote succession planning
Transfer knowledge

COACHING PROGRAM
MENTORING PROGRAM

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ENROLL YOUR MANAGERS AND SUPERVISORS in this professional development series to expand their skills as active coaches who view “growing others” as a key component of their positions. Approaches to management are shifting away from “command and control” to coaching. Business coaching focuses on employee development through non-coercive means, and is based on honest and open communication, listening and questioning skills. Program participants learn the attitudes and attributes of successful coaches. Your organization benefits by:

■ Developing more of your own leaders
■ Increasing organizational teamwork and sharing
■ Enhancing staff motivation and commitment to their own professional growth
■ Promoting succession planning and knowledge transfer with key individuals

Who should attend
Supervisors, managers and others who want to improve their skills in developing, motivating and “growing” their staff to reach their goals and perform to their potential.

THE COURSES

The Coaching Process and Stages of Coaching
4 hours of instruction
Participants gain an understanding of the role of the coach, how it differs from other forms of leadership, and why different skills and attributes are needed to be a successful coach. The stages of the coaching process will be covered, as well as common mistakes new coaches make when they are unaware of a particular phase of the coaching process.

Learning objectives:
■ Gain an understanding of the philosophy of the manager/supervisor as coach
■ Analyze distinguishing characteristics of outstanding coaches
■ Learn four stages of the coaching process and appropriate skills to use at each one
■ Identify common mistakes of new coaches and how to avoid them

Understanding Your Coaching Style
4 hours of instruction
Leaders create an environment in which their staff knows what is expected, and they feel committed to doing a great job. As a coach, you need to build relationships with your team and with a range of stakeholders throughout the organization. Learn when to challenge and when to support employees.

Learning objectives:
■ Discover your preferred coaching style using provided assessments
■ Analyze ways to increase trust and encourage employees to take initiative
■ Learn from research what employees are looking for from supervisors and their organization

Strengths-Based Coaching
4 hours of instruction
One of the primary goals of the coaching process is to assist individuals in identifying and developing their strengths to increase the value of their contributions. Gain an understanding of the importance of helping staff identify their natural gifts and how to find creative ways to use these strengths on the job.

Learning objectives:
■ Identify three myths about using strengths
■ Assess your own and your staff's strength profiles
■ Learn ways to coach your staff in overcoming common barriers to using their strengths
■ Develop techniques for formulating strengths-based goals

Coaching Communications Skills
4 hours of instruction
Effective communication is the lifeblood of the successful coach. Participants will focus on the skills of listening, understanding intent and non-verbal communication. They will also learn to give clear instructions and delegate assignments.

Learning objectives:
■ Analyze the impact of body language, tone of voice and words used when coaching others
■ Learn ways to give clear instructions and delegate assignments
■ Practice and improve active listening skills

HELP YOUR STAFF BECOME ACTIVE IN DEVELOPING THE POTENTIAL OF OTHERS

UC Davis Extension Coaching Program
The Coaching Meeting
4 hours of instruction

Skilled managers, supervisors and team leaders understand that outstanding employee performance is not achieved by means of control, but rather through coaching that achieves the following three goals: 1) recognizes and reinforces positive employee performance 2) helps employees be aware of development needs and 3) empowers employees to improve their performance. This half-day workshop provides a seven-step formula for conducting coaching meetings based on mutual trust and respect.

Learning objectives:
- Identify strengths and improvement needs for specific skills needed to conduct effective coaching meetings
- Learn the difference between coaching and “taking someone to task”
- Analyze a seven-step process for coaching any performance management meeting
- Learn a formula for giving constructive feedback

Coach as Motivator
4 hours of instruction

By knowing about the motivation of others in the workplace, managers and supervisors can more effectively meet organizational goals through direct reports. Learn to identify factors affecting employee performance in the workplace and those influencing the employees’ own internal motivation needs. Examine motivation theories, ideas and problem solving for creative ways to provide recognition, growth and development employees.

Learning objectives:
- Learn major theories of employee motivation and apply these theories to your workplace
- Review thirty ideas for motivating employees
- Identify what employees want most from their job and employer
- Practice applying motivational skills to real-life employee challenges
- Develop a personal action plan to utilize these skills

Having Difficult Conversations as a Coach
4 hours instruction

Practice the skills of effective communications under difficult circumstances. Learn what to do when you “get stuck” in the coaching process; how to handle the more difficult and challenging topics, conversations and issues; when as a coach to use confrontation; and how a coach should bring up the difficult topics that might enable a staff member to move to the next level of growth and development.

Learning objectives:
- Learn the three conversations that take place at the same time
- Analyze how to approach certain types of difficult conversations productively
- Learn the principles of “fierce conversations”
- Practice the skills of effective communication under difficult circumstances

Case Studies in Effective Coaching
4 hours of instruction

Apply skills learned in the program to real cases and put it all together. By reviewing case studies, participants will have the chance to apply the skills they have learned to real cases and situations. Time is provided for case analysis, sharing of approaches and actual simulations.

Learning objectives:
- Learn to apply skills acquired in the program to real cases
- Discuss key factors influencing coaching decisions
- Develop an action plan for one’s development as a coach
ENROLL YOUR MANAGERS AND SUPERVISORS in this professional development series to develop their skills as mentors.

The most important asset in your organization is your people. With the flattening of organizational structure, rising cost and risks of finding leaders and key people from the outside, and the aging of staff, it makes sense for organizations to “develop their own.” Perhaps more than any other program or technique, effective mentoring programs are a hands-on approach that enhances the transfer of knowledge as well as succession planning within your organization. Mentoring programs are also an excellent way to build a culture of sharing ideas and skills among your staff, and that serve as a powerful team building endeavor.

This program will enable you to have the proper skills and training to initiate your own mentoring program.

Who should attend
These mentoring classes are for individuals chosen to mentor others, and also for supervisors and managers exploring or intending to implement mentoring programs.

THE COURSES

The Art of Mentoring
4 hours of instruction
A mentor is different than a supervisor or coach. The mentor is charged with assisting an individual in developing a particular set of skills or abilities in order to assume other duties or challenges within the organization.

Learning objectives:
- Learn what a mentor is and the key components of a mentor’s role
- Analyze the stages in the mentoring process
- Explore the mentoring relationship

Goal Setting and the Mentoring Contract
4 hours of instruction
One of the key components of a mentoring program is setting goals and establishing a contract or agreement with your mentee. Focus on the goal setting process, monitoring of goals, and the agreement and expectations between the mentor and the mentee. Learn what often “gets in the way” of an effective agreement.

Learning objectives:
- Learn the importance of establishing a mentor/mentee contract
- Analyze the key components in an effective agreement
- Practice a discussion of the mentor-mentee relationship
- Learn what often “gets in the way” of an effective agreement

Using Assessments and Strengths in the Mentoring Process
4 hours of instruction
Strategically having mentees take various assessments can help to enhance the mentoring experience. Examine several instruments that can be used throughout your mentoring program. Use feedback as a tool for growth and improvement in mentoring.

Learning objectives:
- Learn to use the LSI, MBTI, DiSC, Learning Style Instrument and/or StrengthFinder in your mentoring program
- Build strengths profiles into your mentoring program
- Use assessments for mentors and mentees to enhance the mentoring process
- Obtain feedback for use as a tool for growth and improvement in mentoring
Convenience and Flexibility

Our classrooms are conveniently located in downtown Sacramento, or we can bring our programs directly to your worksite.

Format

These programs are offered in a classroom setting. Participants engage in topics through mini lectures, individual and small group work/discussions, and exercises. Each course is taught during regular business hours. The Coaching Program consists of eight sessions, each session is a four-hour topic. The Mentoring Program consists of three sessions, each session is a four-hour topic.

Experienced Instructors

Our extensive network of instructors brings real-world experience, expertise and insight into the classroom.

UC Davis Extension

UC Davis Extension, the continuing and professional education arm of UC Davis, has been an internationally recognized leader in educational outreach for individuals, organizations and communities for more than 50 years. UC Davis Extension serves lifelong learners in the growing Sacramento region, all 50 states and nearly 90 countries. With more than 58,000 annual enrollments in classroom and online university-level courses—including thousands through on-site training contracts—we are a leader in providing top quality education and in understanding how to engage adult learners.

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Corporate Education

We can bring any of our courses to your work site, or we can work with you to assess the professional development needs of your team and tailor a program specifically for your organization.

Managerial topics include:

- Building, Managing and Leading High Performance Teams
- Changing Role of Manager
- Communicating with Positive Influence
- Creativity and Innovation
- Critical Thinking and Problem Solving
- Dealing with Conflict and Stress
- Leadership Essentials and Styles
- Manager's Role in Coping with Change
- And more…

Supervisory topics include:

- Art of Delegation
- Building Dynamic Teams
- Building High Performance Individuals
- Communicating Effectively
- Coping with Difficult People
- Delivering Top-Quality Customer Service
- Discover Your Strengths
- Effective Meeting Management
- Ethics for New Leaders
- Leading by Example
- Moving Through Change
- Time Management
- And more…
Take control of your organization

Gain the practical skills to effectively coach others and become a catalyst for helping your staff accomplish their professional goals and objectives.

For more information, call (530) 757-8895 or email us at businessinfo@ucde.ucdavis.edu