SMGT 2216: Coaching & Productivity Enhancement

A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 3
Lab Hours/Week: *.*
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course covers a variety of techniques to use when coaching employees. Topics to be included are counseling, mentoring, training, correcting and how to use employee appraisal systems to improve productivity of employees. (Prerequisite: None) (3 credits: 3 lecture/0 lab)

B. COURSE EFFECTIVE DATES: 10/13/1998 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Mentoring and counseling
2. Discipline and corrective actions
3. Management by consequences techniques
D. LEARNING OUTCOMES (General)
   1. Describe the tenets of a coach
   2. Apply coaching principles
   3. Define business coaching
   4. Create personal stretch goals
   5. Create the ground rules for coaching
   6. Develop a key incident report
   7. Explain the steps to giving feedback
   8. Differentiate training and non-graining problems
   9. Analyze performance problem causes
  10. Describe performance analysis methods
  11. Explain corrective action
  12. Explain counseling
  13. Explain tutoring
  14. Describe mentoring
  15. Define performance appraisal components
  16. Differentiate between various rating scales
  17. Explain personal bias
  18. Explain horned effect
  19. Explain central tendency
  20. Develop a coaching contract
  21. Describe performance appraisal goals
  22. Analyze the "unwritten" rules of organizations
  23. Describe an appeals process
  24. Perform the appraisal interview
  25. Explain effective performance appraisal steps
  26. Explain the ladder of influence
  27. Define the four P's of value
  28. Define break-through thinking
  29. Develop a coaching intervention
  30. Explain halo effect

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies
   None

F. LEARNER OUTCOMES ASSESSMENT
   As noted on course syllabus

G. SPECIAL INFORMATION
   None noted