

Minnesota State College Southeast

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-training 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