COURSE SYLLABUS

Building Coalitions at Work Course

Build the skills to develop and sustain workplace coalitions that drive collaboration, trust, and shared mission success.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/building-coalitions-at-work



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Course Outline

Module 1: Building Coalitions Through Relationships

- Contrast the impacts of positive vs. negative work relationships on performance, morale, and retention.
- Develop trust, respect, self-awareness, and open communication as core relationship traits.
- Apply practical behaviors—invest time 1:1, engage meaningfully, collaborate, address conflict, follow through, and seek feedback.

Module 2: Building Coalitions Through Communication

- Use techniques that promote effective dialogue (open-ended questions, active listening, empathy, conflict resolution, composure).
- Practice the 3 A's of Active Listening—Attention, Attitude, Adjustment—with tactics like paraphrasing and nonverbal awareness.
- Assess and adapt your communication style (Professional/Personable, Open/Reserved, Functional/Intuitive, Indirect/Direct).
- Reflect through exercises to identify what to do more, less, or differently as a communicator.

Module 3: Building Coalitions Through Trust

- Build credibility using the Trust Triangle (Logic, Empathy, Authenticity) and identify personal "wobbles."
- Self-assess trust behaviors and receive feedback using guided questions on logic, empathy, and authenticity.
- Strengthen trust by acknowledging emotions and overcoming internal/external obstacles to empathy.
- Use consensus-building and ideation techniques (e.g., structured brainstorming) to create buy-in.

Module 4: Building Coalitions Through Collaboration

- Recognize how interpersonal skills and team dynamics affect productivity, decision quality, and morale.
- Follow the consensus decision-making workflow from discussion to action points.
- Apply consensus skills to realistic scenarios (e.g., allocating reduced office space with fairness and efficiency).
- Adopt daily practices that strengthen relationships—effective communication, emotional intelligence, and appreciation—then self-evaluate.