COURSE SYLLABUS

Cultivating an Engaging Workplace Course

Acquire tools to foster a positive and collaborative workplace culture that maximizes employee engagement and satisfaction.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/cultivating-an-engaging-workplace

CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Promote a Positive Workplace Culture

- Define and assess workplace culture and its links to leadership and management.
- Compare four culture types—Hierarchy/Control, Market/Compete, Clan/Collaborate, Adhocracy/Create—and when each tends to emerge.
- Identify values and day-to-day elements (communication, recognition, work–life balance, trust) that shape culture.
- Use culture assessments, sample survey questions, and recognition practices to strengthen a positive environment.

Module 2: Employ Effective Strategies for Building Trust, Influence, and Relationships

- Explain how trust, influence, and relationships drive organizational success and avoid common trust-destroying pitfalls.
- Practice trust-building behaviors (clarity, compassion, character, competence, commitment, connection, contribution, consistency).
- Apply organization-level trust levers (authentic leadership, ethics, compliance, customer experience, technology and security).
- Model EI-based behaviors—self-awareness, self-management, social awareness, relationship management—especially in hybrid settings.

Module 3: Analyze Strategies for Managing Organizational Conflict

- Define interpersonal and intergroup conflict and diagnose root causes (facts, methods, goals, values).
- Use structured questions and stakeholder analysis to clarify issues and perspectives.
- Differentiate destructive vs. productive conflict and set conditions for healthy disagreement.
- Apply practical strategies (neutral settings, root-cause analysis, clear expectations, accountability; insights from “The Gift of Conflict”).

Module 4: Create Comprehensive Plans for Developing Others

- Build effective employee development via IDPs aligned to mission; identify skill gaps and resources.
- Differentiate mentoring and coaching; design programs (e.g., flash/speed mentoring, formal coaching) with clear agreements.
- Measure program effectiveness (process adherence, pulse checks, mentee progress, organizational outcomes; BASICS for coaching).
- Prepare future leaders and plan succession using OPM’s six-step approach.

Module 5: Analyze Approaches for Guiding Teams and Maximizing Employee Engagement

- Identify hallmarks of high-performing teams (purpose, roles, trust, feedback, recognition).
- Adopt team-building approaches suited to hybrid/co-acting groups (project “big-bang” moments, incentives, dashboards, cross-training).
- Link engagement to strategic goals to accelerate delivery, quality, innovation, and retention.
- Create belonging through culture, leadership behaviors, fair practices, relationships, and shared purpose.

Module 6: Analyzing Strategies for Creating a Learning Organization

- Define learning organizations using Senge’s five disciplines (shared vision, systems thinking, personal mastery, mental models, knowledge sharing).
- Promote organization-wide learning (after-action reviews, coaching/mentoring, open communication, experimentation, metrics).
- Evaluate ROI of development (productivity, readiness for change, retention) and track outcomes with clear measures.
- Foster continuous improvement and risk-aware experimentation to adapt to change.