

Negotiating Techniques Course (Self-Paced)

Learn to create win-win situations and improve work relationships with colleagues, employees, customers, and others. Focus on issues of negotiation, including using multiple strategies, applying the no-fault formula, interest-based methods, and empathy in the negotiation process.

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/negotiating-techniques-online>



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Course Outline

Module 1: Foundations of Coaching

- Define workplace coaching and how it differs from other development methods.
- Explore the role of a coach and the benefits of coaching in the workplace.
- Understand key coaching competencies and ethical guidelines.

Module 2: Building the Coaching Relationship

- Establish trust and rapport with employees during coaching interactions.
- Use questioning and listening techniques to foster open communication.
- Set clear expectations and agreements for coaching engagements.

Module 3: Coaching for Performance

- Identify performance gaps and opportunities for growth.
- Apply a structured coaching process to support performance improvement.
- Give constructive feedback and measure coaching outcomes.

Module 4: Coaching for Development

- Support long-term career growth and learning through coaching.
- Help employees identify goals, strengths, and development needs.
- Incorporate tools and resources into individual development plans.

Module 5: Overcoming Barriers to Coaching

- Recognize common challenges in coaching relationships.
- Address resistance, lack of motivation, and other obstacles.
- Adapt coaching strategies to meet diverse employee needs.

Module 6: Practical Application of Coaching Skills

- Use real-world scenarios and role plays to practice coaching skills.
- Assess your coaching style and identify areas for improvement.
- Create a personal action plan for applying coaching in the workplace.