

# 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](mailto:onsite@graduateschool.edu) or visit: <https://sdfm.graduateschool.edu/courses/negotiating-techniques-online>



[CustomerRelations@graduateschool.edu](mailto:CustomerRelations@graduateschool.edu) •  
[\(888\) 744-4723](tel:(888)744-4723)

## 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.