



This supervisory coaching certification focuses on helping supervisors strengthen their relationships with employees by actively engaging employees in individualized, high quality performance and professional development coaching. It will focus on formal and informal coaching, skill development, and feedback. Program provides opportunities for questions, discussion, problem solving, mentorship, and networking in a supportive environment.



### Program Length, Time Commitment, and Certification Requirement

The program is an eight-month development process, divided into one coaching skill area per month for seven months with an integration and final coaching certification assessment in the last month. Time commitment is 11 to 14 hours per month. The program is offered multiple times per year.

Completion of the entire program and demonstrated competency level through post program coaching skills application, assessment, and final report is required to receive the certification.

Each month's skill development includes the following learning format:

- ✦ **Pre-Session Work:** Complete online module and other assignments. (1 to 2 hours per month)
- ✦ **Coaching Forum Sessions:** Provides classroom coaching practice of skill and personal style awareness activities. (8 hours per month)
- ✦ **Post-Session Work:** Applied learning activities with employees, participate in online coaching lab discussions, and one-on-one mentor sessions. (2 to 4 hours per month)



### Who Should Attend

- ✦ Current supervisors at all levels.



### Benefits

- ✦ Strengthen all working relationships.
- ✦ Enhance communication and development skills to coach employees.
- ✦ Increase team communication and cohesion.
- ✦ Increase employee enthusiasm and motivation to achieve high level performance.
- ✦ Increase employee engagement and retention, and reduce turnover related costs.



### Coaching Skills Overview and Development Objectives

- 1. Personal Leadership**  
Set the foundation for success as a leader and coach. Clearly articulate the distinctions between different development processes as well as your personal mission, primary values, and six-month leadership and coaching vision.
- 2. Interpersonal Effectiveness**  
Recognize your individual strengths, tendencies, and opportunities for growth in communication and be able to adapt communication styles with others who have differing preferences.
- 3. Staff Development**  
Follow a five-step, staff development process and avoid common mistakes in teaching skills to staff members for the purpose of talent development.
- 4. Employee Engagement**  
Give employees appropriate autonomy in the workplace, provide consistent opportunities for skill development, link work to the key values of the employee, and express recognition for success.
- 5. Establishing Accountability**  
Create a culture of accountability through task delegation, coaching through mistakes, and appropriate feedback that facilitates a results-oriented work environment.
- 6. Addressing Conflict**  
Recognize the importance of healthy conflict, identify common conflict patterns, and utilize strategies and tools to diffuse difficult situations with a practical conflict model.



## Program Competencies and Skill Dimensions

This program is designed to help supervisors enhance their set of knowledge, skills, and attitudes in the following people management competencies necessary for effective coaching and development.

- ✦ Communication
- ✦ Diversity and Inclusion
- ✦ Employee Engagement
- ✦ Innovation And Change Management
- ✦ Job Mastery And Continuous Learning
- ✦ People Management
- ✦ Resource Management
- ✦ Results Orientation And Execution
- ✦ Service Focus
- ✦ Teamwork And Collaboration



## How to Apply

Program and application information will be available on the HR Training and Development Website at [www.hr.uci.edu/training](http://www.hr.uci.edu/training).

Interested supervisors must complete an online application and have supervisor complete an online recommendation.



## Instructors and Mentors

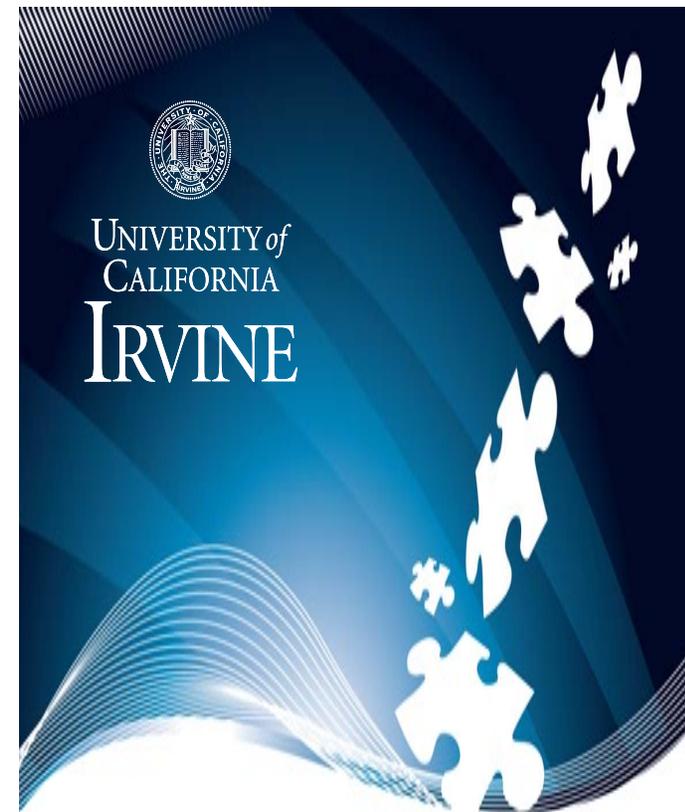
Instructors for the classroom forums are campus experts from Human Resources and other departments, and industry coaching and training experts.

Mentors are current and retired UCI employees who have experience and are well respected as successful supervisors that effectively coached employees.



## Questions? Contact

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Supervisory Coaching Certification

**HUMAN RESOURCES**

**DISCOVER ✦ LEARN ✦ ENGAGE**