

Course Title: Certificate Program for Workplace Coaches

COURSE SYLLABUS

Week 1: Coaching Kick-off

Total Hours: 4 Hours

The first session aims for participants to get to know their peers, understand the program's methodology and explore the journey toward becoming an effective workplace coach. During the 4-hour face-to-face plenary, participants will engage in cohort introductions, a technical orientation, and an expectation-setting session.

Week 2: The Coaching Mindset (M1A)

Total Hours: 8 Hours

This week aims for participants to gain awareness of current leadership practices, recognize the value of the right leadership mindset, and start thinking like a coach. During the session, participants will complete 5 hours of asynchronous learning and a coach pre-assessment, followed by a 3-hour online plenary.

Topics:

- **The Coach's Identity** - A clear definition of workplace coaching and a workplace coach
- **The Coaching Mindset** - Moving from a directive "fix-it" mindset to a collaborative approach that focuses on empowering others to find their own solutions.
- **Coaching as Leadership Practice** - A practical framework for distinguishing coaching from mentoring and counseling to ensure ethical and effective practice.

Week 3: Coaching Principles (M1B)

Total Hours: 8 Hours

The third week aims for participants to review ICF-PMAP ethical standards and identify personal biases and default management styles. The session consists of 5 hours of asynchronous learning and a 3-hour online plenary.

Topics:

- **The Ethical Compass** - A focus on the overlap of **ICF-PMAP ethical standards** to ensure professional integrity, confidentiality, and a "client-first" approach in every interaction.
- **The Coach's Mirror** - An exploration of **self-awareness** to identify personal biases and "default" management styles that may unintentionally hinder the coaching process.

Week 4: The Coaching Framework (M2A)

Total Hours: 8 Hours

This week aims for participants to learn the GROW framework while learning to set SMART goals and structure session flow for productivity. The session consists of 5 hours of asynchronous learning and a 3-hour online plenary.

Topics:

- **The GROW Model** - A comprehensive study of the four phases—Goal, Reality, Options, and Way Forward—to structure productive coaching conversations.
- **SMART Coaching Goals** - Learning how to establish Specific, Measurable, Achievable, Relevant, and Time-bound goals within the context of a coaching session.
- **Coaching Flow** - Practical techniques for keeping the coaching conversation on track and ensuring it leads to committed action.

Week 5: GROW in Practice (M2B)

Total Hours: 8 Hours

The fifth session aims for participants to apply the Goal and Reality phases of the GROW model in a practical setting. This involves 4 hours of asynchronous learning followed by a 4-hour face-to-face plenary dedicated to GROW Practice Lab 1.

Topics:

- **Goal & Reality Simulations** - Live, hands-on practice focusing specifically on defining the desired outcome and assessing the current situation.
- **GROW Practice Lab 1** - Engaging in a triad coaching session with real-time feedback to refine foundational GROW techniques.

Week 6: The Coaching Skillset (M3A)

Total Hours: 8 Hours

This week aims for participants to build active listening skills and practice empathetic responses to build psychological safety in coaching conversations. The session includes 5 hours of asynchronous learning and a 3-hour online plenary.

Topics:

- **Holistic Active Listening** - Moving beyond words to understand tone and body language for a deeper level of communication.
- **Empathetic Connection** - Practicing responses that foster psychological safety and build a foundation of trust with the coachee.

Week 7: Questions & Coaching Practice (M3B)

Total Hours: 8 Hours

The seventh session aims for participants to understand the power and value of questions while practicing the art of asking powerful questions. During this time, participants will complete 5 hours of asynchronous learning and a 3-hour online plenary involving GROW Practice Lab 2.

Topics:

- **The Art of Inquiry** - Mastering open-ended questions by transitioning from "Why?" to more empowering "What?" and "How?" prompts.
- **GROW Practice Lab 2** - A triad activity that integrates active listening and powerful questioning into the full GROW framework.

Week 8: Closing

Total Hours: 4 Hours

The final session aims for participants to synthesize and integrate program learnings, reflect on wins, and create a personal action plan for the workplace. Prior to this session, participants should have completed a required 5-hour workplace coaching. The closing plenary is a 4-hour face-to-face session.

COURSE REQUIREMENTS

To successfully complete the program and receive certification, participants must fulfill the following:

- **GClass Engagement:** Completion of all digital, asynchronous materials.
- **Coach Assessments:** Completion of both the Coach Pre-assessment and Post-assessment.
- **Practice Labs:** Participation in GROW Practice Lab 1 and GROW Practice Lab 2.
- **Workplace Coaching Hours:** Completion of **5 hours** of required coaching practice.
- **Workplace Coaching Recording:** Submission of 1 coaching recording.