

Advanced Principles of Communication

Part 2– Coaching



Course Number:	MTS AU 002	Scheduled Sessions:
Cost Per Person:	\$40 Participating Agency, \$188/Non-Participating	9/25/19
Eligibility:	Managers & Supervisors	11/14/19
Instructor:	Carol Tripp	03/18/20
Length:	8:30 am - 4:30 pm	6/16/20
Certificate Series:	Leadership Development Certificate	
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

This course, designed for all managers and supervisors, focuses on building coaching and communication strategies to better lead employees. Participants will learn the concepts of emotional intelligence and co-active coaching. This highly-interactive class aims to give managers and supervisors practical tools to lead employees through various situations. Recommended for participants who have completed the PDS course, *Advanced Principles of Communication Part 1*.

Objectives:

- Understand the concepts of Emotional Intelligence as a basis for what drives human behavior
- Learn how to control your own behavior to be a better coach to others
- Discuss the five contexts of co-active coaching
- Learn the fundamentals of handling crucial conversations during coaching situations