



## Justice Institute of British Columbia COURSE OUTLINE

**Course Code:** MGMT332

**Course Title:** Coaching for Improved/Enhanced Performance

**Prerequisite Courses:** None

**Sponsoring Division:** Community and Social Justice Division (Centre for Leadership)

**Previous Course Code & Title:** Coaching for Improved Performance

**Course Effective Date:**

<b># of Credits:</b>	<b>1.0</b>
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### Course Description:

Develop your coaching skills to better guide others in problem solving and improving performance. As a leader, you must have employee commitment in order to achieve the results needed in today's workplace. Learn strategies and skills to coach your employees and achieve long-term results. You will be able to identify which type of coaching is required, avoid the pitfalls involved with coaching, use specific communication skills to facilitate the coaching process, and coach to develop commitment.

### Course Goal(s):

At the end of this 2-day, 14-hour program, participants will have built skills by practicing leadership coaching and exchanging ideas and experiences with other leaders who use coaching skills.

### Course Learning Objectives:

Upon successful completion of this course, the learner will be able to:

- Guide others in enhancing/improving performance and problem solving using effective coaching skills
- Identify what type of coaching is required in different situations
- Describe and avoid pitfalls involved in coaching
- Facilitate the coaching process using communication skills such as listening, asking questions, describing observations and giving feedback purposefully



- Enhance commitment and trust using the coaching process
- Develop strategies and skills to coach employees and achieve long term results

**Course Topics/Content:**

- Coaching defined
- Coaching versus directing
- Different coaching methods
- Identifying what coaching method is required
- Essential coaching skills
- Avoiding the pitfalls involved with coaching
- Using specific communication skills to facilitate the coaching process
- Using coaching to help develop commitment

**Text and Resource Materials:**

Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

**Required:**

**Recommended:**

**Course Level:**

	First Year		Second Year		Third Year		Fourth Year
x	Other (describe): Professional Path						

**Equivalent Course(s) within the JIBC:** None

**Class Delivery Methods:**

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab	7			
Practicum/Fieldwork				
Online				
Correspondence				
<b>Total Class Hours</b>	14			



**Comments on Delivery Methods:**

This course is participatory in nature and includes a variety of small group discussions, role plays, assessment instruments and large group discussion/lecture.

**Related Program(s):**

This course is an elective course for the Foundations of Effective Management and Leadership Certificate.

**Credit Transfer exists at:**

Please contact the Centre for Leadership Program Coordinator for more information.

**Course Grading System:**

Check the system that applies to this course:

<input type="checkbox"/>	Letter Grades	<input type="checkbox"/>	Percentage	<input type="checkbox"/>	Pass/Fail	<input checked="" type="checkbox"/>	Credit/No Credit
<input type="checkbox"/>	Complete/Incomplete	<input type="checkbox"/>	Attendance Only	<input type="checkbox"/>	Not Applicable		

<b>Passing Grade:</b>	Credit Granted
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*JIBC Standard Grading Scale for Letter, Grade Point and % Grades:*

Letter Grade	Grade Points	% Range	Letter Grade	Grade Points	% Range
A+	4.33	90-100	C+	2.33	64-67
A	4.00	85-89	C	2.00	60-63
A-	3.67	80-84			
B+	3.33	76-79	C-	1.67	56-59
B	3.00	72-75	D	1.00	50-55
B-	2.67	68-71	F	0.00	0-49

**Evaluation Activities and Weighing:** (complete the %'s which apply – total must equal 100%)

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	100%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation:** You must attend the full course to receive credit.

**Other Course Guidelines, Procedures and Comments:** None



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Date of Last Course Revision:

**View the Justice Institute of BC Policies listed below at:**

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy  
Harassment Policy  
Prior Learning Assessment Policy  
Student Code of Conduct

Academic Appeals Policy  
Intellectual Property Rights Policy  
Research on Human Subjects: Ethics  
Student Records