

HUMBER **PRO**



Coaching & Developing Others Micro-credential



HUMBER

Continuous Professional Learning



**Earn
Your
Badge.**

Humber Pro
(647) 524-3237
humberpro@humber.ca
humber.ca/pro

Coaching & Developing Others

Coaching and Developing Others Micro-credential is designed to give learners the coaching and performance management tools to promote individual performance and build high-performing teams. Through applied exercises in the live sessions, participants practice delegating, setting clear performance expectations and documenting results. Using the GROW model and coaching mindset, participants also refine their ability to facilitate coaching conversations that support development and result in an action plan. This course is designed for anyone moving into a management role or is currently in a supervisory position.



Competency Achieved

The learner will receive a digital badge upon successful course completion, which demonstrates that the earner can set clear performance expectations, delegate, coach and provide feedback and development opportunities to promote individual performance and results.

Key Topics and Skills

Module 1: Setting and Communicating Performance Expectations

- Link individual performance expectations to team and organizational goals
- Document expectations for a work assignment
- Conduct a delegation conversation

Module 2: Monitoring and Motivating Performance

- Describe key measures for monitoring performance
- Assess employee strengths and development opportunities
- Identify potential barriers to performance
- Effectively deliver feedback to others

Module 3: Coaching for Development

- Describe the coaching mindset and how it supports engagement and performance
- Plan and conduct one-on-one meetings that support engagement, progress and results
- Use questions and feedback to support team member self-awareness and goal setting
- Apply the GROW model in coaching conversations to support others in creating development focused action plans

Module 4: Addressing Performance Gaps

- Use an unbiased approach to identify performance strengths and gaps
- Create observable statements that describe performance strengths and gaps
- Conduct coaching conversations that support performance improvement and result in performance focused action plans

Put Humber *Pro*'s Strength to Work for You

Humber *Pro* is professional learning at its best. Aimed at bridging skill gaps and empowering learners within organizations, Humber *Pro* focuses on the specific competencies that are essential for today's competitive landscape. The Workplace Essentials suite of micro-credentials is designed to be concise and up-to-date, enabling employees to efficiently acquire the expertise they need.

Humber *Pro* provides employees with the confidence and know-how to excel in their role, contributing to improved team performance and thus ensuring that their workforce is equipped with the right skills to drive success. Companies can make informed decisions, adapt to changes quickly, and achieve their goals faster and smarter than their competitors.

Many of North America's most successful companies have recognized the value of Humber *Pro*. By investing in ongoing professional development, these organizations enhance the capacity and value of their workforce, positioning themselves for long-term success in the ever changing and dynamic business landscape.

Custom Programming

All of the Humber *Pro* modules can be customized to include industry specific examples, topics and criteria such that case studies and curriculum aligns with organizational strategic initiatives. While the standard Humber *Pro* offering is four modules, over four weeks, delivery is flexible and can be condensed based on your team's needs. Programs can be delivered in-person at Humber's training centre or on client-site at your convenience.

Understanding Micro-credentials

Micro-credentials certify an individual's ongoing achievements in a flexible, fast and affordable format. They allow skills and competencies to be verified through a distinct set of criteria (expertise, skills, achievements or other qualities) that have a direct impact on the perceived quality and value of the MC for both the Earner (learner) and the Consumer (employer).

Micro-credentials are designed to help organizations recognize and integrate critical skill sets into their workforce while supporting the pursuit of individual career goals in a stackable, portable and customizable way.

About Continuous Professional Learning

At Humber College's Continuous Professional Learning, we offer an educational experience for professionals looking to upskill, reskill or build a foundation for a new career. We support organizations looking to achieve strategic goals by empowering employees with enhanced knowledge and skills. With more than 500 courses, Continuous Professional Learning provides industry-recognized learning from qualified facilitators to develop skills that lead to excellence in the workplace.