COURSE SYLLABUS

Building Coalitions at Work Course (Self-Paced)

Develop leadership influence by forming trust-based connections and leveraging collaboration to deliver shared results.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/building-coalitions-at-work-course-self-paced



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Course Outline

Module 1: Building Coalitions Through Relationships

- Contrast the impacts of positive vs. negative work relationships on performance, morale, and retention.
- Develop trust, respect, self-awareness, and open communication as core relationship traits.
- Apply practical behaviors—invest time 1:1, engage meaningfully, collaborate, address conflict, follow through, and seek feedback.
- Create an action plan to strengthen a key workplace relationship.

Module 2: Building Coalitions Through Communication

- Use techniques that promote effective dialogue (open-ended questions, active listening, empathy, conflict resolution, composure).
- Practice the 3 A's of Active Listening—Attention, Attitude, Adjustment—with tactics like paraphrasing and nonverbal awareness.
- Assess and adapt your communication style (Professional/Personable, Open/Reserved, Functional/Intuitive, Indirect/Direct).
- Reflect through exercises to identify what to do more, less, or differently as a communicator.

Module 3: Building Coalitions Through Trust

- Build credibility using the Trust Triangle (Logic, Empathy, Authenticity) and identify personal "wobbles."
- Self-assess trust behaviors and receive feedback using guided questions on logic, empathy, and authenticity.
- Strengthen trust by acknowledging emotions and overcoming internal/external obstacles to empathy.
- Use consensus-building and ideation techniques (e.g., structured brainstorming) to create buy-in.

Module 4: Building Coalitions Through Collaboration

- Recognize how interpersonal skills and team dynamics affect productivity, decision quality, and morale.
- Follow the consensus decision-making workflow from discussion to action points.
- Apply consensus skills to realistic scenarios (e.g., allocating reduced office space with fairness and efficiency).
- Adopt daily practices that strengthen relationships—effective communication, emotional intelligence, and appreciation—then self-evaluate.