**Professional Coaching** is an opportunity to receive confidential one-on-one mentoring or team building to help individuals and teams improve leadership skills, communication, professional effectiveness and working relationships. This is a confidential, informal process where you can:

- Assess and improve leadership and supervisory skills
- Problem solve and gain skills to resolve conflicts
- Explore career options and development plans

This service is available for KSU Employees. Confidentiality is honored, and information is only released with your permission or as required by law. To make an appointment with a certified coach or to arrange a team building session complete the request for services form at: https://cul.kennesaw.edu/request.php -or- for more information call 470-578-3450
Coaching Process

Client Role

1. **Frame** the situation and providing background on why the client is seeking coaching. Even if the appointment is a referral, the time is the clients and they determine priorities

2. **Explore** patterns in the feedback they have received. This focuses the time we have on tangible goals and achievable behaviors

3. **Prioritize** areas for development based on the patterns in the feedback and desire on the part of the client to develop

4. **Plan** options, strategies, and opportunities that will help clients develop the areas they identify as priorities

5. **Commit** to taking action on plans and setting timelines for actions

6. **Act** on plans while observing and collecting feedback on results

Support

The **client** retains ownership of issues, conclusions, plans, actions, and results

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The **coach** is a partner who provides a neutral perspective, feedback, suggested development resources and activities, and support in the form of accountability checks and listening

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**Guiding principles** are confidentiality, staying within the professional arena, encouraging self-reflection and accountability, and supporting effective leadership and team member behaviors

Coach Role

- Assist in reviewing **feedback** from others and assessments
- Suggest developmental **resources**, training, readings, experiences or mentoring opportunities
- **Support** clients as an accountability partner, sounding board, or confidant
<table>
<thead>
<tr>
<th>Assessment</th>
<th>Purpose</th>
<th>Time to Take</th>
<th>Cost per</th>
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</thead>
<tbody>
<tr>
<td><strong>16PF® Competency Report</strong> (for all employee roles)</td>
<td>Reflects on likely performance on a range of competencies in the areas of: Intellectual, Drive and Resilience, and Interpersonal. This is a personality inventory (not a skills inventory) and measures likely areas for professional development.</td>
<td>16PF® Questionnaire: 25-35 minutes</td>
<td>$90.00</td>
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<tr>
<td><strong>16PF® Comprehensive Insights Report</strong> (for all employee roles)</td>
<td>Reflects on the 16 primary factors of personality that make up the global categories of: Extraversion, Tough-Mindedness, Self-Control, - Anxiety, and Independence. This report includes personal and professional developmental suggestions.</td>
<td>16PF® Questionnaire: 25-35 minutes</td>
<td>$60.00</td>
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<tr>
<td><strong>16PF® Leadership Coaching Report</strong> (for leadership and management roles)</td>
<td>Reflects on global personality factors that influence your leadership effectiveness, such as: Problem Solving, Influence, Emotional Resilience, Extroversion, Practicality, and Self-Control. The report includes detailed developmental suggestions and resources.</td>
<td>16PF® Questionnaire: 25-35 minutes</td>
<td>$90.00</td>
</tr>
<tr>
<td><strong>Leadership 360° Assessment</strong> (for leadership and management roles)</td>
<td>Compiles feedback from supervisor, peers, and direct reports on leadership &amp; vision, organization &amp; effectiveness, communication, development &amp; delegation, conflict resolution, influence, and ethics &amp; integrity. (Must be arranged in advance with department.)</td>
<td>Leadership 360° Assessment 20-30 minutes</td>
<td>No cost for KSU teams</td>
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<tr>
<td><strong>Conflict Dynamics Profile®</strong> (for all employee roles)</td>
<td>Creates awareness of conflict behaviors in the workplace, and provides a powerful way to improve self-awareness of what triggers conflict in individuals as well as how they respond to conflict. Includes a workbook and development plan. <em>Included in the Managing Conflict Productively - Professionally and Personally class.</em></td>
<td>CDP-I®: 20-30 minutes</td>
<td>$35.00</td>
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<tr>
<td><strong>StrengthsFinder® 2.0</strong> (For all employee roles)</td>
<td>The Gallup Organization’s Clifton StrengthsFinder® is an online measure of personal talent that identifies areas where an individual’s greatest potential for building strengths exists. <em>CUL has team training programs that can help develop insights into your results. See <a href="https://www.gallupstrengthscenter.com/Purchase/en-US/Product">https://www.gallupstrengthscen</a> to order.</em></td>
<td>StrengthsFinder® 2.0: 30 minutes</td>
<td>$20 including book</td>
</tr>
<tr>
<td><strong>Strong Interest Inventory® and Myers-Briggs Type Indicator® Career Report with Strong Profile</strong> (for all employee roles)</td>
<td>Helps you identify: Work tasks you might find satisfying, Work environments that would be a good fit, Ways to alter your work environment to make it more satisfying, Leisure activities to balance your work life, and Strategies for career development. This assessment is appropriate for early and mid-career exploration.</td>
<td>MBTI®: 20-30 minutes + Strong®: 20-30 minutes</td>
<td>$40.00</td>
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<tr>
<td><strong>Work Engagement Profile</strong> (for all employee roles)</td>
<td>Measures key factors that keep you engaged in your work, and includes strategies to ensure that your activities are effective in accomplishing their purpose.</td>
<td>Work Engagement Profile: 10-12 minutes</td>
<td>$20.00</td>
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<tr>
<td><strong>Team Member Styles</strong> (also available for Communication or Leadership styles)</td>
<td><em>Included in the Team Member Styles team building session.</em> Combining the “What’s My Team Member Style” self-assessment with peer perceptions, enables individuals to better understand their behavior, learn how to adapt it to improve interpersonal relationships, develop rapport, and ultimately, become more effective team members.</td>
<td>What’s My Team Member Style? 15 minutes</td>
<td>$20.00</td>
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When challenges arise outside the scope of professional coaching, please see these employee resources:

**Employee Assistance Program (EAP)**
1-888-960-3305
An EAP is professional help when you need it in your work or personal life. Trained knowledgeable resources provide advice for the many life issues we all face. As a KSU employee, you and your family have the benefit of a customized assistance program which offers professional counseling and consultation through Espyr. All these resources are confidential and included in your USG benefits.
http://hr.kennesaw.edu/benefits/employee-assistance-program.php

**Human Resources Employee Relations Team (ERT)**
470-578-6030
The goal of the ERT is to provide fair and consistent treatment of all employees in efforts to foster commitment to their job and loyalty to the university. The ERT manages a wide range of activities designed to nurture a healthy work environment. These include: Cultivating an environment where employees feel valued and are invested in the success of the university and its students through initiatives like employee recognition, employee engagement, and employee retention. Facilitating clear communication and explanation of employment laws, university policies and procedures, and professional standards as they relate to resolving problems in the workplace. And, clarifying roles and responsibilities of employees in order to be a productive member of the university by opening lines of communication, facilitating conversations which lead to problem resolution, aiding in effective performance and conduct management. http://hr.kennesaw.edu/

**Ombuds**
470-578-7773
An Ombuds provides confidential and informal assistance in the resolution of university-related concerns, especially those not being addressed adequately through normal procedures. He or she is an independent person who attempts to consider all sides of an issue in an impartial and objective manner. An Ombuds cannot impose solutions but can help identify options and strategies for resolution. http://ombuds.kennesaw.edu/

**Office of Institutional Equity (OIE)**
470-578-5189
The OIE is responsible for ensuring that KSU complies with all applicable laws and policies regarding discrimination on the basis of race, color, sex (including sexual harassment and pregnancy), sexual orientation, gender identity, gender expression, ethnicity or national origin, religion, age, genetic information, disability, or veteran status. The office also conducts discrimination and harassment prevention and awareness training.
http://equity.kennesaw.edu/index.php

For issues involving students see these resources:

**KSU Mediation Clinic**
470-578-6115
The mediation clinic is a free service available to students, faculty and administrators involved in student conduct or roommate conflicts. Mediation is a process of assisted dialogue and negotiation designed to reach a collaborative agreement between the parties to the dispute. Any agreements reached, must be reviewed by the Student Conduct or Residence Life offices. If no agreement results, then the matter can proceed through regular decision-making or disciplinary channels.
http://conflict.hss.kennesaw.edu/training/mediationclinic/

**KSU Behavioral Response Team and Red Flag Reporting**
470-578-6367
To identify and assist individuals who are distressed and/or exhibiting abnormal, threatening, or dangerous behavior. http://brt.kennesaw.edu/index.php (Clery Act reporting may also be done at this link).

For emergencies contact the KSU Police at 470-578-6666