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 at no cost for employees of Kennesaw State University. Confidentiality is honored whenever possible, and information is only released with your permission or as required by law. To make an appointment with a certified professional coach or to arrange a team building session complete the request for services form at http://cul.kennesaw.edu/request.php
<table>
<thead>
<tr>
<th>Assessment</th>
<th>Purpose</th>
<th>Time to Take</th>
<th>Cost per Test</th>
<th>Notes</th>
</tr>
</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</td>
<td>25-35 minutes</td>
<td>$90.00</td>
<td>This is a personality inventory (not a skills inventory) and measures likely areas for professional development. This is included in the Team Member Styles Team Building session.</td>
</tr>
<tr>
<td><strong>16PF® Questionnaire</strong></td>
<td>25-35 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<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>25-35 minutes</td>
<td>$60.00</td>
<td>This is included in the Team Member Styles Team Building session.</td>
</tr>
<tr>
<td><strong>16PF® Questionnaire</strong></td>
<td>25-35 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<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. This report includes detailed developmental suggestions and resources.</td>
<td>25-35 minutes</td>
<td>$90.00</td>
<td>This is included in the Team Member Styles Team Building session.</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, vision, organization &amp; effectiveness, communication, development &amp; delegation, conflict resolution, influence, and ethics &amp; integrity. (Available as a self-scored, individual tool with a 360° feedback option.)</td>
<td>20-30 minutes</td>
<td>No cost for KSU teams</td>
<td>This is included in the Team Member Styles Team Building session.</td>
</tr>
<tr>
<td><strong>Conflict Dynamics Profile</strong> (also available for Communication or Leadership styles)</td>
<td>Helps you identify: Work tasks you might find satisfying, work environments that would be a good fit, and areas for growth.</td>
<td>15 minutes</td>
<td>$20.00</td>
<td>This is included in the Team Member Styles Team Building session.</td>
</tr>
<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. Call CUL for team training programs that can help develop insights into your results.</td>
<td>30 minutes</td>
<td>$20.00</td>
<td>See <a href="https://www.gallupstrengthscenter.com/Purchase/en-US/Production">https://www.gallupstrengthscenter.com/Purchase/en-US/Production</a> to order.</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, and leisure activities to balance your work life.</td>
<td>20-30 minutes</td>
<td>$40.00</td>
<td>This is included in the Managing Conflict Productively - Professionally and Personally class.</td>
</tr>
<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>10-12 minutes</td>
<td>$20.00</td>
<td>This is included in the Team Member Styles Team Building session.</td>
</tr>
<tr>
<td><strong>Team Member Styles</strong></td>
<td>Identifies your team member style and explores how it may impact your effectiveness.</td>
<td>15 minutes</td>
<td>$20.00</td>
<td>This is included in the Team Member Styles Team Building session.</td>
</tr>
</tbody>
</table>
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 client’s 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. Commit to taking action on plans and setting timelines for actions.

Coach Role

• Assist in reviewing feedback from others and supporting clients as an accountability partner.

• Opportunities, experiences, or mentoring.

• Suggest developmental resources, training, support, and activities.

• Guiding principles are confidentiality, staying within the professional arena, encouraging self-reflection and accountability, and supporting the development of resources, feedback, and activities.

The coach is a partner who provides a neutral perspective and support for the client.

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

Guiding principles are confidentiality, staying within the professional arena, encouraging self-reflection and accountability, and supporting the development of resources, feedback, and activities.

Coaching Process

1. Frame the situation and providing background on why the client is seeking coaching.

2. Explore patterns in the feedback they have received.

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

Resources

Plan

Commit

Act

Client

Ownership
When challenges arise outside the scope of professional development coaching, there are several additional resources available to employees:

**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](http://hr.kennesaw.edu/benefits/employee-assistance-program.php)

**Human Resources Employee Relations Team (ERT) 470-578-6030**
Emphasizing a positive approach to informal problem resolution, the ERT provides consulting services, advice, support and referral in situations where an employee is concerned with fairness or safety in the work environment, resolution of concerns regarding terms and conditions of employment, or application of policy and procedures. [http://hr.kennesaw.edu/](http://hr.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](http://equity.kennesaw.edu/index.php)

**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/](http://ombuds.kennesaw.edu/)

**KSU Mediation Clinic Ansley Wood 470-578-6299 or Dr. Susan Raines 770-815-4428**
The mediation clinic is a free service available to students, faculty and administrators involved in student conduct or roommate conflicts. The mediators come from the School of Conflict Management, Peacebuilding and Development, as either faculty or graduate students. 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. Each mediator has received extensive training and is registered with the Georgia Office of Dispute Resolution (i.e. the state agency that regulates the field of mediation). We will endeavor to schedule mediation within 2 business days of the call. [http://conflict.hss.kennesaw.edu/training/mediationclinic/](http://conflict.hss.kennesaw.edu/training/mediationclinic/)