

COACHING & MENTORING FOR MANAGERS



Module 1 - Introduction

- ▶ Coaching or mentoring?
- ▶ What is coaching?
- ▶ What is mentoring
- ▶ The role of the manager as a coach and mentor
- ▶ Recognizing opportunities
- ▶ Barriers to coaching and mentoring

Module 2 - The Principles of Coaching

- ▶ The benefits of coaching
- ▶ The key principles
- ▶ Coaching styles - directive, confrontational, collaborative
- ▶ 4 Step coaching model
- ▶ The GROW Model
- ▶ Other coaching methodologies

Module 3 – The Principles of Mentoring

- ▶ The benefits of mentoring
- ▶ A mentee's expectations
- ▶ Building and developing relationships
- ▶ The 3 step mentoring process
- ▶ Evaluating results and outcomes

Module 4 - Assessing Performance & Setting Goals

- ▶ The importance of assessing performance
- ▶ Identifying gaps in performance
- ▶ Causes of performance gaps
- ▶ Addressing a performance problem
- ▶ Identifying potential for development
- ▶ Setting goals or objectives
- ▶ The smart principle

Module 5 – Coaching & Mentoring In Practice

- ▶ Learning styles and their use
- ▶ The importance of the contracting process
- ▶ Questioning techniques
- ▶ Active listening for better understanding
- ▶ The coaching and mentoring skills tool box
- ▶ Observing outcomes & two way feedback
- ▶ Potential coaching and mentoring pitfall

Duration: 2 Days

Price Per Delegate: £595
(Public Scheduled Course)

Price Per Course: £2,495
(On-Site at Customer Premises)

Suitable For:

This course is designed for Supervisors, Managers and others who are responsible for improving the performance and development of their team or others within their organisation.

Learning Outcomes:

This course introduces recognised coaching and mentoring concepts and aims to prepare delegates to boost morale, productivity and opportunity for others by focusing on developing a supportive and collaborative workplace environment.