



Coaching and Mentoring

Course Description

A 2-day hands-on interactive and introspective course that enables participants to develop real skills in coaching and mentoring others. This course focuses on hands-on exercises, role plays and teamwork. It is suited to all managers.

Course Goals

To ensure participants walk away with skills, tools and techniques to successfully coach their team members towards improved and desirable behaviours, and to enable them to act as Mentors for colleagues and newer team members. This course is the first step. Participants will then be required to put into practice in a structured way what they have learned.

Course Content

- The difference between a coach and a mentor
- The purpose of Coaching
- The 4 styles of Coaching
- The focus of Coaching
- The Coaching process
- The roles and purpose of Mentoring
 - Trust
 - Advice
 - Alternatives
 - Challenges
 - Motivation
 - Initiative
- What a Mentor will and will not do
- Giving and receiving feedback
- Tools for the job

Methods

We use little theory and lots of practice, with active feedback, discussion, role plays and exercises.

Overview

Day 1 - morning

Introduction
Coaching and Mentoring
Coaching

Day 1 - afternoon

Coaching

Day 2 – all day

Mentoring
Wrap-up