

Coaching and Mentoring

For supervisors, managers and executives involved in the coaching of others and/or acting as a mentor | **2 days***

*Also possible in 1 day

Provide effective, timely coaching to team members and other staff, and give valuable mentoring support to employees as needed.

Objectives

On completion of the training, participants will be able to:

- understand the role and importance of coaching and mentoring
- recognise the elements of effective coaching and constructive feedback
- provide effective positive and negative feedback to employees, as needed
- commit themselves to the role and responsibilities of effective mentoring
- (if in a mentor role)

Key Content

- What is coaching?
- The role and importance of coaching
- Your experiences as coach
- Effective coaching techniques
- Facilitating versus telling
- Elements of constructive feedback
- Who is a mentor?
- Self-appraisal of coaching and mentoring skills
- The role, importance and prevalence of mentoring
- Key attributes of mentors
- Seeking/becoming a mentor
- Coaching, mentoring and the performance management system

Comments by Participants

- Well structured, informative, great group to work with.
- A very engaging and relevant workshop. I felt that I really benefited from the topics and exercises.
- Great! Very well organised and skilled presenter who knew his stuff.
- Very relevant
- Very worthwhile course; very well presented
- Wish I had had a similar opportunity some years ago. I definitely learnt a lot from this course and believe it would be valuable for other Managers
- Very informative. Very worthwhile.
- Excellent workshop
- It was fun! A very broad range of styles to observe. Now better prepared, valuable skills developed.
- Excellent facilitator. Very knowledgeable and informative. Very well run.