

Coaching and Mentoring Skills

Learning Objectives

The aim of coaching is the same as that of successful management, to achieve profitable growth by making the most of an organisation's most valuable resources, its people. Coaching is for everyone, not just the high flyers or those with a specific problem. It is particularly appropriate for these times of rapid change. Coaching is not a soft option. At best, the art of coaching is challenging, sometimes uncomfortable, energizing and immensely satisfying. If more organisations developed coaching as a key element of their management strategy or approach, then there would be more thriving, highly effective and well-motivated teams, in organisations of all kinds.

This 2 day course also defines and makes the case for mentoring, which focuses on longer term career development and helps improve leadership development and the retention of key people. There is a strong relationship between coaching and mentoring and many of the skills required are common to both. The course involves considerable role play and other practical work to provide delegates with an accurate experience of the skills involved.

Pre-Requisites

Ideally delegates will be in a supervisory or management role.

Topics:

Coaching Styles

- ✚ Coaching in the context of other performance development techniques
- ✚ Applications for coaching
- ✚ Measuring Results

Coaching Process

- ✚ A coaching model (EDIP)
- ✚ Developing empathy
- ✚ Questioning techniques

Mentoring

- ✚ Structuring a Mentoring programme to give benefits to the company and individuals involved
- ✚ Who needs mentoring and who makes a good mentor?
- ✚ Responsibilities, skills and overcoming problems