

Coaching and Mentoring

"Mentoring is a brain to pick, an ear to listen, and a push in the right direction."

John Crosby

The Soft Skills Gap Do You Have One?

Coaching is a process of relationship building & setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them. This course focuses on how to better coach your employees to higher performance. This course will help learners to boost the knowledge, skills and confidence to perform effectively as coaches or mentors as part of their normal work role.

Who this course is for

This course is intended for managers, training professionals or anyone with a mentoring role within the workplace or those wishing to take on such a role to develop their Coaching/mentoring skills to help their people overcome barriers that prevent them from working to their full potential.

By the end of this course, learners should be able to:

- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals for Coaching
- Define the current state or reality of employee
- Identify the steps needed in defining options for employees and turn them into a preliminary plan
- Identify the steps in developing a finalized plan or wrapping it up and getting employees motivated to accomplish those plans
- Identify the benefits of building & fostering trust with their employee
- Identify the steps in giving effective feedback while maintaining trust
- Identify and overcoming common obstacles to the growth and development of employees
- Identify when the coaching is at an end and transitioning employees to other growth opportunities
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with their employee

Course outlines

Topic 1: Defining Coaching and Mentoring
Topic 2: Setting Goals
Topic 3: Understanding the Reality
Topic 4: Developing Options
Topic 5: Wrapping it All Up
Topic 6: The Importance of Trust
Topic 7: Providing Feedback
Topic 8: Overcoming Roadblocks
Topic 9: Reaching the End
Topic 10: How Mentoring Differs from Coaching

Course Level

Short Course

Course Hours

8 hours

Available Learning Formats

Classroom & Blended
Distance & Online

Applies towards the following certificate(s) & award(s):

- Diploma in Management