

# Coaching and Mentoring

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## Course Overview

Coach and Mentor...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentoring is a strategic approach for the sharing of knowledge, skills and experience, to achieve specific intended outcomes. Today's mentoring has evolved from simply training the employee to a productive relationship that offers guidance and counsel to develop another's abilities to the fullest.

## Learning Objectives

At the conclusion of this workshop, you will be expected to:

- Understand how coaching and can be used to develop your team.
- Develop the coaching and skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach and mentor.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.
- Understand the unique role of mentor's in today's workplace.
- Determine the most effective mentoring style for your situation.
- Establish agreements to ensure a successful and rewarding relationship.
- Avoid behaviors that may interfere with growth and development.

## Outline

- Session One: Introduction and Course Overview
- Part One: Coaching
- Session Two: Defining Coaching
  - Two Schools
  - Why and What?
  - Coaching Assessment: Pre-Assignment
  - Recall
  - Coaching Skills
- Session Three: Interpersonal Communication Skills**Error! Bookmark not defined.**
  - What are Communication Skills?
  - Non-Verbal Communication
- Session Four: Self-Disclosure
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- Session Five: Critical Coaching Skills
- Session Six: More on Communication
- Session Seven: Learning Styles and Learning Principles
- Session Eight: Benefits/Consequences
- Session Nine: Skills Involved in Coaching
- Session Ten: The Coaching Model
- Session Eleven: Feedback
- Session Twelve: Coaching Problems
- Action Plan for Improvement
- Part Two: Mentoring
- The Origin of Mentoring

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- What is Mentoring
- Why is Mentoring Important?
- Types of Mentoring
- About Mentoring
- Critical Success Factors
- Roles and Responsibilities
- Characteristics of a Good Mentor
- Hints and Tips
- Indications of Success
- Benefits
- What Does it Take
- The Investment
- How to Get Started
- Mentoring Relationship Conclusion
- Feedback
- References and Suggested Reading