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## Coaching and Mentoring

### Course Overview

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

### Course Objectives

At the end of this one-day workshop, participants will be able to:

- How coaching can be used to develop a team
- The coaching and mentoring skills that help improve individual performance
- The behaviors and practices of an effective coach
- How to recognize employees' strengths and give them the feedback they need to succeed
- How to identify employee problems and ways that they can help correct them

### Target Audience

Office workers, information workers, managers, team leaders, supervisors, project managers, project administrators and anyone interested in empowering themselves

### Prerequisite

There are no prerequisites for this course

### Duration

1 Day

### Course Outline

#### Defining Coaching and Mentoring

The first part of the morning will be spent exploring what coaching and mentoring mean. Participants will also learn the coaching formula and key skill areas.

#### Coaching Assessment Review



Next, participants will score their pre-assignment and discuss what areas for growth they can identify from it.

### **Interpersonal Communication Skills**

Communicating well is a key aspect of successful coaching. During this session, participants will explore different communication skills, including questioning techniques, probing tools, and listening skills.

### **Critical Coaching Skills**

In this session, participants will examine important coaching skills in small groups, including helping, mentoring, teaching, and challenging skills.

### **Setting Goals with SPIRIT**

This session will share the SPIRIT model for setting goals, as well as ways to help people get on track.

### **Learning Styles and Principles**

We learn in three different ways: by seeing, by hearing, and by doing. In a large group discussion, participants will identify ways to incorporate these methods into coaching. Participants will also learn about the seven principles of adult learning.

### **The Benefits/Consequences Matrix**

During this session, we will examine a tool that coaches can use to help gain buy-in for change from employees.

### **Skills Involved in Coaching**

Participants will work in small groups to complete a mix-and-match exercise that will familiarize them with key coaching skills.

### **The Coaching Model**

This session will explore a four-step coaching model that can be applied to any situation.

### **Giving Effective Feedback**

Next, participants will learn about the six elements of effective feedback.

### **Coaching Problems**

To wrap up the day, participants will examine case studies and offer solutions.

### **Workshop Wrap-Up**

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.