

# Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

## 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 is 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, delegates will be able to:

- Know how coaching can be used to develop a team.
- Know the coaching and mentoring skills that help improve individual performance.
- Know the behaviors and practices of an effective coach.
- Know how to recognize employees' strengths and give them the feedback they need to succeed.
- Know 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. Delegates will also learn the coaching formula and key skill areas.

### Coaching Assessment Review

Next, delegates 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, delegates will explore different communication skills, including questioning techniques, probing tools, and listening skills.

### Critical Coaching Skills

In this session, delegates 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, delegates will identify ways to incorporate these methods into coaching. Delegates 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

Delegates 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, delegates will learn about the six elements of effective feedback.

### Coaching Problems

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