

# Coaching & Mentoring

## COURSE OVERVIEW

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.

### KEY SUBJECT AREAS

- Defining coaching and mentoring
- Coaching assessment review
- Interpersonal communication skills
- Critical coaching skills
- Setting goals with SPIRIT
- Learning styles and principles
- The benefits/consequences matrix
- Skills involved in coaching
- The coaching model
- Giving effective feedback
- Coaching problems and solutions

### LEARNING OUTCOMES

This workshop will enable the participant to:

- Understand how coaching can be used to develop your team
- Develop the coaching and mentoring skills that help improve individual performance
- Demonstrate the behaviors and practices of an effective coach
- Recognize employees' strengths and give them the feedback they need to succeed
- Identify employee problems and ways you can help to correct them

*Being a coach involves being able to draw from several disciplines.*

*Duration: 1 Day*

### *Unique features*

The Coaching & Mentoring Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

### *Who should attend?*

Anyone who has staff who require assistance in the form of coaching & mentoring and wants to add skills & tools to help them in this process.

### *Includes...*

- Resource material & workbook.
- Training 101 Certificate
- Quick reference guide.

Contact us for more information  
or to register on a workshop:

**P: 0800 801 233**