

## COACHING AND MENTORING TRAINING - 3 HOURS

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Coaching and  
Mentoring



**COURSE LENGTH: 0.5 DAYS**

Coaching and mentoring employees helps to boost productivity, create a healthier work environment, ensure smooth functioning of business processes and improve moral. As human resources are the key in any organisation, it is important to coach and mentor the less experienced employees appropriately to reduce attrition, improve staff retention and create a culture of continuous improvement.

The PD Training Coaching and Mentoring Training Course provides you with a deep understanding and the skills required to properly implement important techniques such as personal and professional goal setting, developing career options, overcoming personal obstacles, building trust, giving critical feedback and more.

Attend our Coaching and Mentoring training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs - see our outcomes in the reviews.

\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!

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## COACHING AND MENTORING TRAINING - 3HOURS COURSE OUTLINE

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### FOREWORD

In today's environment of changing technology and evolving organisations, coaching can create a strong competitive advantage. It provides options for continuous learning and develops staff to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource - your people - for the long-term benefit of the organisation.

About 6 out of 10 (59%) organisations currently offer coaching or other developmental counselling to their managers and executives, according to a nationwide survey of more than 300 companies conducted by Manchester, a human capital consulting firm. Another 20% of organisations said they plan to offer such coaching within the next year.

Improved productivity occurs when managers develop strong relationships with their employees. Executive mentoring builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program taught in this course will help you turn performance management into a collaborative process that benefits everyone.

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### OUTCOMES

#### In this course participants will:

- Understand the G.R.O.W. model and apply it
  - Learn to set appropriate, effective goals using the S.M.A.R.T. technique
  - Learn how to recognise the current state or reality of an employee's situation
  - Understand the importance of building & fostering trust with employees
  - Master the art of giving effective feedback while maintaining trust
  - Recognise & overcome common obstacles that are holding employees back
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### MODULES

#### Lesson 2: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

#### Lesson 3: Setting Goals

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

#### Lesson 4: Understanding the Reality

- Getting a Picture of Where you are
- Identifying Obstacles

#### Lesson 7: The Importance of Trust

- What is Trust?
- Trust and Coaching

- Exploring the Past

- Building Trust

### Lesson 9: Overcoming Roadblocks

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- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

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#### WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)
- [Public Classes - Enrol Now!](#)