

## COACHING AND MENTORING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Coaching and mentoring employees helps to boost productivity, creates a healthier work environment, ensures smooth functioning of business processes and improves moral. As human resources are the key in any organisation, it is important to coach and mentor them appropriately to reduce attrition and improve staff retention.

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

Attend a Coaching and Mentoring training class today, or have a trainer come to your workplace in Auckland, Christchurch or Wellington.

Please click on the Public Class tab below to view our Coaching and Mentoring Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## COACHING AND MENTORING TRAINING 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 continuous learning and develops people to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource - people - for the long-term benefit of the organisation.

About 6 out of 10 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.

Productivity improves when managers can develop strong relationships with their employees. Executive coaching builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program 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
- ▶ Learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
- ▶ Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
- ▶ 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
- ▶ Know when it is the right time to stop coaching an employee
- ▶ Learn to continue to transition an employee to other opportunities for continued growth

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### MODULES

#### Lesson 1: Coaching and Mentoring Defined

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

#### Lesson 2: Setting Managable Goals

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

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### Lesson 3: Understanding the Reality

- ▶ Getting a Picture of Where you are
- ▶ Identifying Obstacles
- ▶ Exploring the Past

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### Lesson 4: Developing Other Options

- ▶ Identifying Paths
- ▶ Choosing your Final Approach
- ▶ Structuring a Plan

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### Lesson 5: Wrapping it all Up

- ▶ Creating the Final Plan
- ▶ Identifying the First Step
- ▶ Getting Motivated

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### Lesson 6: The Importance of Trust

- ▶ What is Trust?
- ▶ Trust and Coaching
- ▶ Building Trust

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### Lesson 7: Providing Feedback

- ▶ The Feedback Sandwich
- ▶ Providing Constructive Criticism
- ▶ Encouraging Growth and Development

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### Lesson 8: Overcoming Roadblocks

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

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### Lesson 9: Reaching the End

- ▶ How to know when you've Achieved Success
- ▶ Transitioning the Coachee
- ▶ Wrapping it all up

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### Lesson 10: How Mentoring Differs from Coaching

- ▶ The Basic Differences
- ▶ Blending the Two Models
- ▶ Adapting the GROW Model for Mentoring
- ▶ Focusing on the Relationship

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## WEB LINKS

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