

Coaching and Mentoring Skills - 1 Day



Pre-requisites

There are no pre-requisites for this course.

Description

Do you need to:

- coach and mentor staff
- listen and respond to the needs of others
- motivate and guide people
- provide effective feedback
- build another person's confidence

Aim

The aim of this Course is designed to explain the what, how, when and where of both coaching and mentoring. It will equip you with the knowledge and skills to use coaching and mentoring.

Coaching and Mentoring are the latest tools being used by organisations to capitalise on the potential of their employees and provide opportunities for development.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

- Identify the differences between coaching and mentoring
- Describe the benefits of coaching and mentoring to the individual, team and organisation
- Understand when and where to use coaching or mentoring
- Identify the characteristics of an effective coach or mentor
- Apply models to structure coaching or mentoring sessions
- Create development plans for employees from coaching or mentoring sessions

- Define and apply essential coaching skills, such as questioning techniques, listening and establishing trust

Topics Covered

Key topics covered on this course include:

Introduction to Coaching and Mentoring

- The difference between coaching and mentoring
- And...Is coaching counselling?
- Benefits of coaching
- Benefits of mentoring
- When is coaching or mentoring the best intervention?

Coaching

- What characteristics should a coach have?
- GROW model
- Set up the coaching relationship
- Steps to setting up a Coaching program
- Coach a Team

Mentoring

- What characteristics should a mentor have?
- Thinking through a Mentoring program
- Matching mentees and mentors

Maximising the Effectiveness of Coaching and Mentoring

- Providing constructive feedback
- AID Model
- "I" statements
- Coaching barriers
- Developing your coaching skills

Action Plan

- Self-Development Action Plan
- Powers of observation
- Motivating



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