

## Coaching and Mentoring Skills for Managers

**Target Audience:** Anyone in a management position including Project Managers, Team Leaders and Internal Coaches. This course does not cover general management skills; it would be beneficial for attendees to have first attended 'Succeeding as a Manager' or equivalent, but not essential.

### Key Learning Outcomes

- Understand your role as a coach and how it fits in with your organisational role.
- Whether you are a permanent or ad-hoc coach, explore how you can better manage your time to factor in the time needed for coaching others.
- Discover how and when to use different coaching models, tools and approaches.
- Explore different ways of building a good relationship with the coachee to get the best results.
- Practice skills learnt in a non-threatening and fun environment.

### Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Group exercises
- ✓ Role Plays
- ✓ Practice coaching sessions
- ✓ Film clips
- ✓ Personal action planning

## Course Outline

### MORNING SESSION

#### Your Role as a Coach

- Difference between Managing, Coaching, Mentoring, Counselling and Training
- From Good to Great: Traits of a Great Coach
- Factoring the Coaching Role in Organisation Design

#### Developing a Constructive Coaching Relationship

- Nurturing a Relationship based on Trust
- Building Rapport
- Questioning and Probing Techniques
- Discussion Facilitation Techniques

#### Coaching Models and Tools

- The Coaching Life Cycle
- Popular Coaching Models and their Practical Application

### AFTERNOON SESSION

#### Coaching Approaches

- Coaching for Under Performance
- Coaching for Higher Performance
- Coaching for Behaviour Change
- Career Coaching

#### Theory into Practice

The rest of the afternoon is spent on coaching practice through case study role plays and feedback.

“ You get the best effort from others not  
by lighting a fire beneath them, but by  
building a fire within. ”

*Bob Nelson*

**Pre-Course Work:** Completion of Pre-Course Questionnaire

**Course Material:** Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

**Ideal Number of Participants:** 9

**Maximum:** 12

**Minimum:** 4