

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