



Title

COACHING & MENTORING

Description & Objective

Coaching and Mentoring has always been an effective performance management tool that assists leaders to groom their staff to achieve their potential. Recently due to rapid merger and acquisition, Coaching & Mentoring have taken on additional significance as a talent development and knowledge retention tool. An effective coaching and mentoring programme will ensure the continued success of the organisations. For managers and leaders, effective coaching and mentoring skills can enhance their team's performance and morale that will greatly increase success. This Coaching and Mentoring workshop will equip participants to enhance their ability to develop people's potential, and thereby enable them to fulfil both organisational and personal goals.

Content/Outline

- Why Coaching and Mentoring?
- Essence of Coaching and Mentoring
- Benefits to The individual, The coach, The Mentor, The Organisation
- Linking coaching and mentoring to the organisation's Vision, Mission and Goals
- Makings of an Effective Coach / Mentor
- The key attributes of a coach / mentor
- The 'Super-Seven' Skills
 - Active listening
 - Asking powerful questions
 - Showing empathy
 - Using silence
 - Providing feedback
 - Diffusing negative emotions
 - Balancing support and challenge
- Mentoring in Action - Overcoming coaching / Mentoring barriers





- Understanding different communication styles
- Adopting mentoring styles to different personalities – know your mentee's personality
- The Coaching Context
 - The 3-pronged role
 - Understanding the GROW Coaching model
 - Applying the GROW model in the organisation's context
- Motivating High-Level Performance
 - Coaching and Mentoring in work performance
 - Motivating your Mentee
 - How to be your Mentee's role model
- Individual Action Plan
 - Initiate transfer of learning
 - Develop action plan for apply effective Coaching and Mentoring

