



COACHING & MENTORING

THE ART OF
COMMUNICATION

Coaching and Mentoring can be used to effectively unlock the potential that already exists within any organization. The organization's most valuable resource is its people or put more concretely, the knowledge and passion that resides within the hearts and minds of its people.

Within this training course participants learn how to introduce coaching and mentoring within any organization and will reap the benefits to the organization. On completion of this training course participants will:

- ✓ **Understand why we need Coaching and Mentoring.**
- ✓ **Identify who are the beneficiaries of Coaching and Mentoring;**
 - The Coach/Mentor
 - The Employee
 - The Department
 - The Organization
- ✓ **Coaching;**
 - Definition
 - What is coaching?
 - Characteristics of an Effective Coach
 - Attitudes for Effective Coaching
 - Types of Coaching
 - Coaching for Effective Actions
- ✓ **Understand six ways to start coaching.**
- ✓ **Designing a Coaching Program;**
 - The Coaching Concept
- ✓ **Skills for Effective Coaching;**
 - Communication
 - Providing Feedback
 - Giving Instruction
- ✓ **Mentoring;**
 - Definition
 - Differences between Coaching and Mentoring
 - Informal Mentoring
 - Formal Mentoring
 - Characteristics of Great Mentors
 - Why Use Formal Mentoring
 - Mentoring and Business Objectives
- ✓ **Piloting a Mentoring Program.**
- ✓ **Be able to introduce Five Mentoring Models.**

This is a 2 day interactive workshop. The course is designed for 6-15 delegates per session.