

# Coaching and Mentoring

*“Coaches are aware of how to ignite passion and motivate people. They have an energy that is contagious and know exactly how to get their team excited.”* Brian Cagneey

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet their quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

This course will provide participants with an understanding of coaching and mentoring in the workplace, the process and importance of relationship building as well as strategic goal setting. Participants will also learn about the various coaching models and how to maximise results while taking into consideration the personal and professional development of employees.



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Develop coaching and mentoring skills to greatly improve workplace performance.
2. Enhance the participants' capability to build a motivated and a committed team.
3. Build capability to coach underperformers, inspiring them to become strong contributors.
4. Understand the techniques and insights needed to build a coaching and mentoring culture in an organisation.

### WHO IS THIS FOR?

This course is suited for all levels of leaders in any organisation.

### COURSE CONTENT

1. Defining coaching and mentoring; what is coaching? what is mentoring? Introducing the GROW model.
2. Setting goals; goals in the context of GROW, identifying appropriate goal areas, setting SMART goals.
3. Understanding the reality; getting a picture of where you are, identifying obstacles, exploring the past.
4. Developing options; identifying paths, choosing your final approach, structuring a plan.
5. Wrapping it all up; creating the final plan, identifying the first step, getting motivated.
6. The importance of trust; What is trust? Trust and coaching, building trust.
7. Providing feedback; providing constructive criticism, encouraging growth and development.
8. Overcoming roadblocks; common obstacles, re-evaluating goals, focusing on progress.
9. Reaching the end; how to know when you've achieved success, transitioning the coachee, wrapping it all up.
10. How mentoring differs from coaching; the basic differences, blending the two models, adapting the GROW model for mentoring, focusing on the relationship.

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