

COACHING AND MENTORING COURSE

OBJECTIVES OF THE PROGRAMME

The Coaching and Mentoring Course focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and goal setting. How well you coach is directly related to how well you are able to foster a great working relationship with your employees through understanding them and through strategic goal setting.

LEARNING OUTCOMES

1. Business Outcome Themes

- Improved Leadership Skills
- Improved Relationships (leader, peers & team)
- Improved Performance

2. Personal Outcome Themes

- Increased Self-awareness
- Stronger Inter-personal and Communication Skills
- Greater Confidence (self-confidence and confidence with others)

PROGRAMME OUTLINE

- ▶ Define coaching, mentoring and the GROW model
- ▶ Identify and set appropriate goals using the SMART technique of goal setting
- ▶ Identify the steps necessary in defining the current state or reality of your employee's situation
- ▶ Identify the benefits of building and fostering trust with your employee
- ▶ Identify the steps in giving effective feedback while maintaining trust
- ▶ Identify and overcome common obstacles
- ▶ Identify when the coaching is at an end and transition your employee to other growth opportunities



Who Should Attend:

This very practical programme is recommended for first time managers and managers at the middle management level, as well as those who are required to coach others.



Duration:

2 Days of facilitation followed by one day of assessments to ensure implementation.



Accreditation:

This short course is outcomes based and Learners who successfully complete their Implementation Projects will be awarded Certificates of Competence.

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