

COACHING AND MENTORING

US 252035 / NQF Level 5 / 8 Credits

Coaching: a process that sparks learning, development, and performance enhancement. As quoted by Eric Parsloe, “A successful coach understands the process and can adapt various styles, skills, and techniques to the context.”

Moreover, mentoring, as defined by Clutterbuck and Megginson, is a more informal, offline assistance provided by one person to another, aiding in significant transitions in knowledge, work, or thinking. It’s traditionally longer-term and more informal compared to coaching.

Our course is designed to help you understand and appreciate the nuances between coaching and mentoring. You will gain hands-on experience with the various skills required to be an effective coach and mentor. By the end of the course, you’ll be equipped to develop, implement, monitor, and correct coaching plans.

WHO SHOULD ATTEND

- All persons who need to coach and/or mentor a colleague to enhance the individual’s knowledge, skills, values and attitudes in a career path
- Skills Development Facilitators, Supervisors, Team Leaders, Line Managers and people involved in Human Resource Management

HOW YOU WILL BENEFIT

- Differentiate between Coaching and Mentoring
- Learn the skills required of an effective coach and mentor
- Develop an appropriate coaching plan for your staff and particular situation
- Implement structured coaching sessions and use various recognised techniques in your coaching sessions
- Improve employee performance and morale through skills transfer.

WHAT WILL BE COVERED

- Understand the difference between coaching and mentoring and the key requirements of both
- Develop an understanding of the recruitment and selection process
- Practice analysing job descriptions and key results areas or key performance indicators to be able to assess coaching or mentoring needs
- Identify skill or behaviour gaps that need to be addressed through a coaching and/or mentoring process
- Explore how to create a coaching plan and schedules for coaching
- Explore the requirements of a mentoring relationship
- Develop essential coaching and mentoring skills such as listening, using questions, encouraging learning, and giving feedback
- Manage resistance to learning when coaching and/or mentoring
- Understand the importance of monitoring and measuring the results of coaching sessions

Two-day course 08:30 -16:00

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