

COACHING AND MENTORING

US 252035 / NQF Level 5 / 8 Credits

There are many over-lapping skills between Coaching and Mentoring but there are also differences.

"Coaching is a process that enables learning and development to occur and thus performance to improve. To be a successful Coach requires knowledge and understanding of process as well as the variety of styles, skills and techniques that are appropriate to the context in which the coaching takes place." Eric Parsloe, The Manager as Coach and Mentor

"Mentoring is off-line (more informal) help by one person to another in making significant transitions in knowledge, work or thinking." (traditionally longer term and more informal when compared to Coaching) Clutterbuck, D. & Megginson, D, Mentoring Executives and Directors

In this course we assist learners to understand the difference and similarities of coaching and mentoring. Learners will practice the various skills to become an effective coach and mentor and will be equipped to develop coaching plans that are implemented, monitored and corrected.

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 and 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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