

# COACHING AND MENTORING

## Guiding Growth and Performance

US 252035 / NQF Level 5 / Non-Credit Bearing

### ***Empower, Develop, and Inspire Through Effective Coaching and Mentoring***

Great coaching and mentoring can unlock potential, drive performance, and create lasting change. As Eric Parsloe said, "A successful coach understands the process and can adapt various styles, skills, and techniques to the context." While coaching is structured and performance-focused, mentoring provides a more informal, long-term support system to guide personal and professional development.

This course is designed to help you master the distinctions between coaching and mentoring, equipping you with the essential skills to support, develop, and inspire others effectively. Whether you're a leader, manager, or HR professional, you'll gain practical techniques to implement structured coaching plans, enhance communication, and drive meaningful growth in the workplace.

#### **WHO SHOULD ATTEND**

- Professionals responsible for coaching or mentoring colleagues
- Skills Development Facilitators, Supervisors, and Team Leaders
- Line Managers and HR professionals involved in talent development
- Anyone looking to enhance their leadership and people development skills

#### **HOW YOU WILL BENEFIT**

- Differentiate between coaching and mentoring and understand their unique roles
- Develop essential coaching and mentoring skills to support others effectively
- Create structured coaching plans tailored to individual development needs
- Implement coaching techniques to improve employee performance and morale
- Enhance communication skills to foster learning, growth, and collaboration
- Monitor progress and measure success to ensure long-term impact

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

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## **WHAT WILL BE COVERED**

### **Laying the foundation: understanding Coaching and Mentoring**

- The importance of developing people in the workplace
- The purpose of coaching and mentoring and its role in organisational success
- Differentiating coaching, mentoring, and on-the-job training
- Essential skills and attributes for effective coaching
- Liaising with HR for alignment with performance management
- Analysing job profiles and recruitment processes
- Using performance management insights to tailor coaching approaches

### **Crafting an effective coaching plan**

- Initiating the coaching conversation effectively
- Developing a structured coaching plan
- Clarifying roles and responsibilities in the coaching process
- Setting SMART goals for measurable impact
- Practical strategies for skill development

### **Coaching in action: essential skills for success**

- Effective communication techniques for coaching success
- Using powerful questions to inspire critical thinking
- Providing clear instruction and actionable advice
- Mastering feedback skills for growth and continuous improvement
- Overcoming common coaching barriers
- Managing defensiveness and resistance to feedback
- Creating an open and supportive coaching environment
- Adopting a growth-oriented coaching mindset

### **Sustaining growth: measuring and enhancing impact**

- Implementing continuous progress tracking
- Adjusting coaching plans dynamically for sustained development
- Transitioning from coaching to ongoing performance management
- Embedding a coaching culture within the organisation
- Recognising achievements and celebrating development milestones

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