

COACHING AND MENTORING TRAINING



Investment Per Delegate: R 8 499.00

Gold Class Group

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About the training

This 2-day Coaching and Mentoring training course will equip leaders with the tools to implement a mentoring and coaching approach to help unlock potential, reinforce strengths and counteract any negative behaviour, all with the aim of maximising the individual's performance. Coaching trends are not only challenging individuals to develop and manage them-selves but are becoming an integral part of productive performance and accelerated learning. Coaching can help in career progression, strategic planning, skills development, employment equity and in building relationships and leadership potential. Many people at every level of the organisation can facilitate coaching processes and initiatives, producing a positive developmental culture within the organisation.

Providing mentoring is vital for junior management to have a role model who can guide their leadership and management development as well as imparting life skills. This interactive and practical two-day course will equip you with the skills to manage and develop coaching and mentoring skills for yourself and others in your organisation and will involve you from both the coach and coachee perspective.

Objectives

- ◆ Apply leadership concepts in a work context
- ◆ It will enable learners to gain insight into the role of leadership within a work context, and thus providing them with the skills and knowledge to add value to their job
- ◆ Understand and apply the principles of coaching and mentoring
- ◆ Develop and practice key coaching and mentoring skills
- ◆ Build positive relationships through coaching that support and empower individuals
- ◆ Set up coaching and mentoring programmes and plans to develop capability and motivation
- ◆ Conduct coaching sessions using well recognised coaching approaches and models
- ◆ Enhance your organisations effectiveness in focusing development on its key resource
- ◆ Enable internal coaching through change

Who should attend?

- Divisional Managers
- Planning Managers
- Functional Managers and Team Leaders
- Financial Professionals
- Head Office Reporting Team Members
- Manufacturing, technical and plant managers
- Human resources and training managers
- Operations and business unit managers
- H.O.Ds and lecturers

DAY 1

SESSION 1: SELF AWARENESS

- Defining self awareness
- holistic development model

SESSION 2: THE JOURNEY

- What is the difference between mentoring and coaching
- Definitions of Mentoring
- Types of mentor / coach / trainee relationships
- Coaching: What is it?
- Coaching skills
- Situational leadership
- The individual work plan – contents
- The key performance indicators
- Summary of process of setting KPI's
- Stewardship delegation
- The case for delegation: letting go of things others can do
- Barriers to delegation
- Delegation definitions
- When not to delegate
- When is coaching not the answer?

SESSION 3: THE CONVERSATION

- Preparing a coaching plan
- Questioning skills
- Probing
- Listening is a skill, and art and a discipline

SESSION 4: THE RELATIONSHIP

- Feedback skills
- Some criteria for useful feedback
- Receiving feedback
- Monitoring and recording the results
- The constitutional & legislative context of mentoring and coaching
- Roles and responsibilities of mentees
- Challenges posed by formal mentorship programmes



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DAY 2

SESSION 5: ONGOING MENTORING

- ◆ Starting with yourself
- ◆ Personal attributes required of a mentor or coach
- ◆ The values and attitudes necessary for mentors and mentees
- ◆ The roles and responsibilities of mentors
- ◆ Seven types of mentor assistance
- ◆ Getting started – How to set up, monitor and evaluate a mentorship programme
- ◆ Mentoring skills and strategy – Cross-cultural and cross-gender mentoring
- ◆ Overcoming obstacles & challenges to mentorship programmes
- ◆ Overcoming obstacles to ensure successful mentoring
- ◆ The phases of the mentoring relationship
- ◆ Mentoring success & failure factors

SESSION 6: TALENT MANAGEMENT: IDENTIFYING SKILLS

- ◆ GAPS & DEVELOPMENT NEEDS
- ◆ Employee learning and development
- ◆ Management development
- ◆ Career development

SESSION 7: RECORD THE RESULTS OF THE TRAINING NEEDS

- ◆ Training needs analysis
- ◆ Record the developmental needs of staff
- ◆ Relate the development needs to the career development paths

SESSION 8: COMPILE A PEOPLE DEVELOPMENT PLAN FOR YOUR PROTEGES

- ◆ Finding the right course for the individual or team
- ◆ Talent management and people development

END