

## Coaching and Mentoring - (1 Day)

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### Overview

This workshop focuses on how to better coach your employees to deliver higher performance. Coaching is a process of relationship building and setting goals. An easy to understand coaching model taught in this workshop will guide you through this process for better results. The focus is on participants to have a consistent and uniform approach that will enable them to coach more effectively with strategy and direction. The program further goes on to introducing the subtle differences between mentoring and coaching and blending the two models to achieve greater satisfaction for both you and your employees.

### Course Pre-requisites

This program is applicable to all who are involved in handling teams and in people management functions or those who would be stepping into such roles in the near future.

### Course Summary

- 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 steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- 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 to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

### After attending this program, you should be able to

- Practice a coaching model that will allow you to focus on improving performance
- Use the GROW model to set goals with an easy to remember technique, examining current realities and identifying obstacles, develop options for goal attainment, and finalizing your employee's plan in a way that motivates them to take actions immediately
- Build a relationship of trust with your employees and mentor for long term development and growth opportunities.