



## COACHING AND MENTORING

# Course Template

### **Outcomes:**

Participants will be able to provide effective, timely coaching to their team members and other staff, and give valuable mentoring support to employees as appropriate.

### **Target Audience:**

Supervisors and managers involved in the coaching of others and/or acting as a mentor (12-16 participants).

### **Duration:**

One day

### **Objectives:**

On completion of the training, participants will be able to:

- understand the role and importance of coaching and mentoring
- recognise the elements of effective coaching and constructive feedback
- provide effective positive and negative feedback to employees, as needed
- properly deal with unsatisfactory performance, and recognise excellent performance
- commit themselves to the role and responsibilities of effective mentoring (if in a mentor role)

### **Key Content:**

- What is coaching?
- The role and importance of coaching
- Your experiences as coach
- Effective coaching techniques
- Facilitating versus telling
- Elements of constructive feedback
- Recognising good performance
- Managing unsatisfactory performance
- Who is a mentor?
- The role, importance and prevalence of mentoring
- Key attributes of mentors
- Seeking/becoming a mentor
- Coaching, mentoring and the performance management system

### **Pre-Work:**

Participants are asked to consider two staff for whom they have had coaching or mentoring responsibility – one being effective and other less effective. They need to outline how they dealt with each of these staff members, and bring this to the workshop.