

## MENTORING AND COACHING

### Synopsis

The aim of this training is to provide participants with an understanding of the theory and practice of people development through mentoring and coaching. Participants will understand the role of mentoring in supporting and guiding individuals to achieve outcomes and the benefits of creating a coaching culture within transition programmes. Participants will explore the values, behaviours, skills and capabilities that will enable them to understand and develop themselves and others.

### Training Objectives

The key objectives of this workshop are:

- To provide participants with an understanding of the purpose, value and nature of mentoring and coaching in transition programmes;
- To enable participants to explore the role of the mentor and the nature of the mentoring relationship;
- To introduce the core principles of coaching for performance and to develop key skills and competencies;
- To enable participants to experience the impact of being coached and of coaching others.

### Training Benefits

After completing the workshop, the participants should be able to:

- Establish rapport with others as a precursor to effective coaching and mentoring;
- Seek out and establish relationships with mentors to enhance their own performance;
- Build effective mentoring relationships within their virtual teams;
- Put into practice core coaching skills of building trust and rapport, effective listening, establishing goals and well-formed outcomes, identifying and enabling resources for success;
- Create a coaching culture within their transition programmes.

### Style and Structure/ Teaching methods

This module uses presentations, hands on practical exercises and group discussions to enable delegates to appreciate and experience the value and practice of excellent mentoring and coaching in transition programmes.

## Course Program

### **Module 1 – Introduction**

- The nature and purpose of mentoring and coaching
- Key principles – how to coach and be coached
- Making it personal – characteristics of good coaches and mentors

### **Module 2 – Coaching fundamentals**

- The roles of the coach and the coachee
- Coaching presuppositions – the foundations of coaching for performance
- Core skills – trust, rapport, listening, language and questioning, supporting

### **Module 3 – Building trust and rapport**

- The nature of rapport - giving and receiving trust
- Highly effective listening
- Exercise – practicing listening skills

### **Module 4 – Developing insight, outcomes and setting goals**

- The language of coaching
- The Grow model
- Developing well-formed outcomes

### **Module 5 – Finding resources, giving feedback and resolving conflict**

- Enabling the resourceful coachee
- Resolving conflict
- Exercise - Giving excellent feedback

### **Module 6 – Levels of coaching**

- Levels of learning
- Working with values and beliefs
- High performance coaching in virtual teams
- Exercise – anchoring and enabling a high performance state

### **Module 7 – Mentoring fundamentals**

- What do you want from a mentor?
- What can you offer as a mentor?
- Building a mentoring network
- Exercise – identifying your personal mentors

#### **Module 8 – Building a coaching and mentoring culture**

- How a coaching and mentoring culture enables value
- Being an exemplar
- Establishing coaching and mentoring beliefs and behaviours in virtual and multi-cultural teams

#### **Module 9 – Making it happen**

- Individual action planning; syndicate discussion.
- What will we do differently? How will we make it happen?

### **Course Duration**

2 days

### **Trainer's Bio**



As a business coach, Mike Rawlins aims to help individuals and organisations improve operational performance through the creation of a coaching culture in teams and the development of a capability for deep self and situational awareness in leaders and managers. For project sponsors, managers and team members, Mike has produced a range of development material focusing on the practical application of leadership behaviours, tools and techniques as a means to delivering sustainable value through projects and programmes. Mike aims to help executives, managers, programme sponsors and project managers work with their teams, or with key individuals, to develop high performing leadership skills.