



The Art of Coaching and Mentoring



Overview

The success of a business depends on the high quality skills of its staff so it's crucial that staff develop high quality skills quickly, and that the standard of their skills is sustained and developed over time. Coaches, help to achieve the required standards for the business and therefore make a massive contribution to the success of the business.

This two day program is intended to help Coaches get a detailed, objective review of their coaching skills, and to develop their confidence and skills further

Target group

This workshop is aimed at coaches within any business who are either new to the role or are experienced coaches who wish to develop their confidence and skills further.

Objectives

By the end of this workshop delegates will be able to;

- ✗ Understand the three main key elements of coaching
- ✗ Understand the skills needed to be a successful coach
- ✗ Practice and develop these skills
- ✗ Understand the basic principles of Transactional Analysis

Course content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ How adults learn: Kolb's Learning Cycle
- ✗ The GROW coaching model
 - Building trust: Covey's Emotional Bank Account
 - Observing and Assessing skills
 - Questioning and Listening skills
- ✗ EARN feedback model
- ✗ Introduction to Transactional analysis
- ✗ Skills practice through role play
- ✗ Feedback on performance from role players and facilitators

The program includes 'real life' coaching sessions observed by the facilitator, with feedback and review. The focus will be on general career coaching conversation or a genuine work challenge.

Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.