

Coaching and Mentoring

Aim

This workshop is for supervisors and team leaders, the main aim is to assist them with coaching their team to success in a collaborative fashion.

Leaders who are able to coach rather than instruct are able to develop more positive teams and tend to do particularly well when leading Generation Y and in a team's leadership position.

What Others Had to Say About this Course...



I loved this workshop – it made so much sense to me! Especially the beliefs and behaviours module! ~ John – Magnavolt Trading

Who Should Attend this Course?

This course will benefit all Supervisors, Managers and Leaders whose job involves coaching and mentoring of junior staff.

Outcome

On completion of this workshop, the learner will be able to recognise the potential and work collaboratively with individuals, empowering them to work towards realising their strengths in a solution-based manner.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252035	5	8	Select and coach first line managers

Duration: 2-Days

Content

Introduction and History of Coaching	A brief history of what coaching is about, defining coaching, and types of coaches
Introduction and History of Mentoring	Defining mentoring, a brief history of what mentoring is about, and the buddy system
The Value of Coaching	- Understanding why we want to coach and collaborate - VUCA leadership - The difference between managers and coaches - Principles of coaching
The Qualities of a Great Coach	- What makes a great coach? - Roles and responsibilities of a coach - Create a vision statement
Key Skills That Every Coach Needs to Succeed	- Identifying and working with these skills: build rapport, questioning skills, listening skills, and observation skills - Tips to observe your agents better
Creating the Coaching Relationship	Tips to develop trust
Understanding Beliefs and Behaviours	How beliefs are formed and how to prevent the formation of false beliefs
Identifying Areas of Development in Your Coachee	- The performance analysis quadrant - Before coaching, why not to coach, and determining the need for coach - Compliance vs commitment
Choosing the Right Tool(s) for the Job	- Performance management coaching and development coaching - Real time coaching techniques - Coaching the nine personality types - The coaching processes - Giving feedback and handling different reactions to feedback - Recognising and rewarding behaviour - Logical framework and GROW model
Mentoring Different Generational Groups	- Identifying growth needs - Finding the mentor and building trust - Setting the parameters - Progress reflection - What next? - General differences and etiquette