



Staff Training

Coaching and Mentoring

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This workshop is for supervisors and team leaders, the main aim is to assist them with the language of coaching and to give them a broad outline of how a mentoring process works which in turn enables a culture of internal coaching and mentoring in the workplace.

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

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2-Days

Content

Topic	Details
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 a Skill to be honed	• Identifying growth needs • Finding the mentor and building trust • Setting the parameters • Progress reflection • What next? • Understanding the need for mentors

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)