



**MJM Business Solutions Limited**

**Management Training and Consulting**

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## **COACHING AND MENTORING**

**2 Days**

### **Programme overview**

This course is designed to:

- Assist participant's develop a range of skills and techniques required for effective coaching and mentoring and apply them to any specific working or business situation
- Understand the importance of constructive feedback and the benefits that accrue through the coaching approach to individual development.

### **Who should attend**

Full time coaches and mentors or anyone that coaches others as part of their job role.  
First line leaders and individuals who want to understand the value of coaching for performance and improve their coaching and mentoring ability.

This two day programme has been specifically designed for people who have little or no experience of coaching others or who have some experience but no formal training in this area.

### **Outcomes**

This programme provides participants with the essential skills necessary to enable them to:

- Establish and build a productive coaching and mentoring relationship
- Understand the value of coaching for performance
- Assist team members settle into the team quickly, safely and as effectively as possible
- Describe how they would effectively coach team members on a specific task.
- List the skills and techniques required for effective coaching
- Demonstrate the ability to coach others towards a given goal
- Adopt a supportive and adaptable approach to the coaching of individuals
- Be able to deliver appropriate constructive feedback.

## **Programme**

## **Day 1**

### **Introduction and welcome**

#### **Coaching and mentoring**

- What is coaching?
- Coaching responsibilities
- The role of coaching in performance management and developing potential
- Coaching benefits
- What is mentoring?

#### **Coaching attributes**

- Making time to coach
- Creating success through coaching and mentoring
- Key skills and qualities of an effective coach

#### **Coaching Models**

- GROW
- A structure for coaching
- Planning coaching
- Formal situations
- Informal situations

#### **The coaching relationship**

- The importance of building rapport and trust in a coaching relationship
- Frequency of coaching
- Adapting your coaching style
- Evaluating performance and monitoring progress

### **Practice session**

## **Programme**

## **Day 2**

### **Recap of day 1 learning**

#### **Communication**

- Effective questioning
- Listening
- Giving constructive feedback in a coaching environment
- Practice session

#### **Motivation**

- Understanding motivational factors
- When to disturb comfort zones to help develop potential
- Overcoming obstacles.

#### **Learning styles**

- The learning cycle
- Coaching around the learning cycle
- Understanding different learning styles

#### **Delegation and coaching**

- What is delegation?
- Development through training and coaching

#### **Practice session**

- Pulling it all together

#### **Action Planning**

- Plan and discuss what they will do on the return to work

## **Methodology**

Our programme is designed to be participative, creative, hands on and fun. In addition to giving ideas, principles and theories we will give delegates methods, tools, tips, techniques and plenty of practice of the coaching skill areas and techniques covered. There will also be the opportunity to develop strategies to use these skill areas and techniques back at work and make links with planned personal development

Our trainers bring with them a wealth of experience in the subject. Our approach is professional and relaxed to quickly build confidence, delivered by trainers who have consistently exceeded expectations in their own careers. We expect participants to be fully involved in the process, be enthusiastic and work hard to change their behaviours and to incorporate new learning.