



“COACHING AND MENTORING” (4 HOURS)

Do you or your Managers or Supervisors experience any of the following challenges:-

- Lack a focus on staff development as one of their key responsibilities?
- Lack knowledge or understanding of the different forms of staff development?
- Tell staff how to perform tasks and expect that they will do them correctly instead of effectively training them and testing their competency before assigning new tasks?
- Correct staff by 'telling' them when coaching them would be more effective?
- Give tasks to team members in a disempowering manner?
- Fail to utilise the highly effective and economical practise of developing staff by mentoring?

Coaching and mentoring are highly effective and yet very underutilized forms of staff development and communication. They are more economical than training and can also very effectively support and supplement training that has been conducted. Many new managers and supervisors have neither the knowledge nor the skills to perform these important forms of communication and use communication methods that are either ineffective or counter productive with unfortunate consequences. This program provides the knowledge, skills and empowerment to use these important tools in directing, supporting, correcting and affirming their team members.

Topics include:

- What is meant by Coaching and Mentoring?
- What are the differences?
- Coaching
- Managing by Coaching
- Coaching in Support of Training
- Opportunities for Mentoring
- What is Needed for Workplace Coaching and Mentoring to Succeed?
- The Coaching / Mentoring Relationship
- What are their Benefits?

The program comes with comprehensive participant workbooks and includes an evaluation by participants of these aspects within their organisation and the writing of an action plan to address those areas that need improvement or change.