



4D Training

## Coaching and Mentoring

### Who Would Benefit?

Managers, supervisors and team leaders who need to coach staff to achieve higher standards of performance. The course will focus on building the skills and instilling confidence.

### Objective

Following this workshop delegates will be able to understand the role of coach and mentor and be able to plan and run a coaching or mentoring session. Use the skills to improve their own sessions. Understand how their Myers Briggs Type Indicator profile affects coaching style and others preferences. Use thinking and learning styles to help plan coaching sessions. Use effective non-judgemental interpersonal skills during the coaching process.

### Content

- Coaching v. mentoring: how they differ and when to use them.
- What makes an effective coach? – a competency model.
- Understand the process and its value.
- The coaching cycle and role of coach at each stage.
- GROW model.
- Interpersonal skills.
- A toolkit of coaching and problem solving techniques.
- Communication.
- Thinking and learning styles.
- A profile of you – Myers Briggs
- Linking coaching with other T&C initiatives.
- Giving effective feedback
- Action planning – how to implement a coaching culture.

### Duration:

One day

### Associated Courses

Since coaching is one outcome of an appraisal development plan an understanding of 'Appraisal and Performance Review' would be useful. If you want to find out how coaching can be used as one of a number of Leadership Styles then attend the 'Team Leadership' course.