

Increasingly, mentoring and coaching are used within organisations to support the supervisory and management development of staff – often new staff – and, in the case of mentoring, to complement the role of the line manager who has a day-to-day responsibility for the individual. Equally, an effective manager recognises the importance of coaching and modelling in helping others improve their performance, and yet, how many organisations provide strategies for developing and using these skills?

This introductory workshop is designed to clarify the role and responsibilities of mentors and coaches within an organisation and to identify and develop the skills involved.

Your Workshop Leader: Roy Breustedt

LEARNING OUTCOMES

As a result of this course, participants should be able to:

- understand and distinguish between the roles of mentor and coach
- identify the skills required to be effective in either role
- encourage the individual to clarify goals, identify obstacles or issues and develop strategies for overcoming them
- actively listen to the individual and provide appropriate feedback

AIMS OF THE WORKSHOP

To help participants identify the best course of action to choose in developing their staff.

To clarify the responsibilities of the mentor and the coach, and to further develop the necessary skills for the individual undertaking the role.

WHO SHOULD ATTEND

Members of staff who have, or who are about to undertake, a mentoring role within the organisation. First-time managers or managers who have not received training in coaching skills.

Outline Programme

Welcome and Introductions

Roles and Responsibilities of the Mentor

- Key concepts and skills in undertaking the role
- Recruitment and training
- Making Matching work

Roles and Responsibilities of the Coach

- Key concepts and skills in undertaking the role
- How to know when to coach
- Values and the role model

Modelling as a short-cut to success

- Self-analysis: exercise
- Recognising optimum behaviour
- Signposts to excellence

Skills Development

- Assessment and analysis
- Listening and questioning
- Giving appropriate feedback
- Negotiation and mediation skills
- Counselling and supporting the learner
- Taking care of yourself

Individual Action Planning

Close of workshop

