

# Coaching and Mentoring Workshop

## Course Description

The Coaching and Mentoring Workshop is a 3-day, intermediate level course for managers with five years experience and subject-matter experts with responsibility to coach others.

The aim of the workshop is to provide participants with an understanding of the importance and scope of coaching and mentoring in an organizational context. Participants will also be given the opportunity to develop the key coaching and mentoring skills that need to be applied, in order to fulfil organizational goals and personal responsibilities as a coach and mentor.

On completion of the workshop participants will understand the nature of coaching and mentoring and will be able to apply a range of coaching and mentoring techniques in the workplace, to achieve personal development and organisational objectives.

The programme will be conducted in English and will incorporate group work, activities, case studies and delegate presentations.

The course trainer, Gary Davies MBA DipM MCIM is a highly respected consultant, author and examiner with over 30 years experience of coaching and mentoring writing to share with participants. In addition to his consultancy and writing work, Gary regularly teaches communications, marketing and management-related subjects and works with leading financial institutions in the UK and worldwide, including within the GCC.

## Who Should Attend

Managers and subject-matter experts with responsibility to coach others.

## Course Content

### Day One

#### Session 1

- The nature and principles of coaching
- The qualities needed to be a good coach
- Creating the right environment
- Communicating effectively

This section includes an exploration of the nature and principles of coaching and a discussion about the various qualities and resources needed to be a successful coach. The importance of creating the right environment for successful coaching to take place is highlighted, as is the need for the coach to exercise sound communication and listening skills.

## **Session 2**

- Defining the problem
- Asking questions
- Offering ideas
- Discussing development needs
- Agreeing and summarizing any action

This section emphasises the coaching process, including the need to give careful consideration to defining the problem or establishing exactly what needs to be done at the start. The need to employ relevant questioning skills and to think creatively and offer ideas when required is also highlighted. Consideration is also given to discussing development needs and agreeing and summarizing any action, to ensure that the outcome is clear and any future plans or actions are agreed before the discussion is concluded.

## **Day Two**

### **Session 3**

- The nature of mentoring
- The attributes of a good mentor
- Understanding the relationship and the roles
- Communicating effectively

In this section the nature of mentoring is explored and the attributes of a good mentor are discussed. The need to understand the difference between a mentor and a coach is emphasised and the importance of understanding the various relationships and roles that can be involved in a mentoring programme is highlighted. The need to employ relevant communication skills when dealing with the protégé and with any other individuals who may need or want to be involved is also discussed.

### **Session 4**

- Structured or unstructured mentoring
- The requirements for effective mentoring
- Meetings, problem solving and time management
- Topics for discussion between mentor and protégé

This section addresses the issues involved when a mentor is involved in an informal mentoring programme, compared to those involved when the mentor is involved in more formal structured mentoring programme. The implications arising from the need to arrange meetings, solve problems and manage time is also discussed and some appropriate principles and techniques that can be useful to mentors when dealing with these issues are explored. Some possible topics for discussion between mentor and protégé are also identified for discussion.

## **Day Three**

### **Session 5**

- Introduction to final practical coaching and mentoring group exercise
- Preparation of group exercise

In this section workshop participants will undertake group work and gain the opportunity to apply many of the principles and techniques that have been discussed, while preparing a group exercise related to a relevant coaching or mentoring issue. The output from the group work exercise will be presented and discussed in the following session.

### **Session 6**

- Presentation of coaching and mentoring group work
- Discussion of presentations
- Review, summary and close

This final section will consist of a series of presentations from workshop participants who will present their coaching and mentoring group work and demonstrate what they have learned and how they have applied the principles and techniques discussed in previous sessions. The group work will be discussed and any learning points will be emphasised before undertaking a final review and summary of the key issues.