



COURSE OUTLINE: BUILDING COACHING & MENTORING CAPABILITY

Equipping line managers with the skills and tools to accelerate learning, performance and personal growth.

Overview (why you need this)

There is a dire global skills shortage with a need to find new and accelerated ways of learning and transferring skills and behaviours. In addition there is a wide gap in knowledge between more experienced leaders and technical specialists and emerging managers and junior staff. Coaching and mentoring has been proven to be one of the most effective and cost efficient means of achieving fast-tracked development, improved performance and change in behaviour and attitude – much more effective than many traditional approaches..

High performance organisations are building a culture of coaching and mentoring involving a critical group of line and HR managers at all levels. This requires capability building in engagement, conversation and coaching mindsets, skills and behaviours.

Outcomes (what you will get)

The workshop is designed to assist managers, leaders and technical specialists to become more effective coaches and mentors. Delegates will learn:

- How people change and how to coach them through a change process
- The importance of engagement for high performance and job satisfaction
- Conversation skills for effective results
- Timeous feedback in performance and development
- How to assess and build their own and others' Emotional Intelligence
- Processes and tools to hold coaching conversations
- How to hold Honest Conversations and confront difficult people or situations
- Where and when coaching or mentoring is appropriate
- Tools and resources to build and hone coaching capability over time

Outline (what you will learn)

Module 1&2 Coaching Framework Changing Behaviour	Module 3&4 Conversation Skills Coaching Conversation	Module 5&6 Emotional Intelligence Crucial Conversations	Module 7&8 Coaching Applications Managing the Coaching Relationship
<p>Overview of Coaching and Mentoring</p> <ul style="list-style-type: none"> • Characteristics • Benefits <p>The Coaching Framework & Process</p> <ul style="list-style-type: none"> • Contracting • COACH framework • Skills practice <p>Changing Behaviour</p> <ul style="list-style-type: none"> • How & why people change • Change questions • Skills practice 	<p>Conversation Skills for Coaching</p> <ul style="list-style-type: none"> • Rapport building • Listening – activity • Reflecting – activity • Interpreting • Summarising • Questioning – activity • Feedback <p>Questioning Skills Practice</p> <p>Coaching Skills Practice</p>	<p>Emotional Intelligence for Coaching</p> <ul style="list-style-type: none"> • Emotional Intelligence – activity • Derailing behaviours – activity • Empathy – activity • Coaching EQ problems – discussion <p>Coaching Skills – Crucial Conversations</p> <ul style="list-style-type: none"> • Crucial conversations • Conversation tips • Skills practice 	<p>Coaching Application and Tools</p> <ul style="list-style-type: none"> • How and when to use coaching • Footprints process <p>Managing the Coaching Relationship</p> <ul style="list-style-type: none"> • Making time • Meeting commitments <p>Questioning, Tips, Tools & Resources</p>

Approach (how you will learn)

Our workshops are customised to suit the specific needs of our clients. Our workshops are practical, relevant and highly interactive. We focus on sustainable change in mindset, skills and behaviours. There is a good blend of information sharing with personal reflection, assessments, practice sessions, case studies and identification of application opportunities back at work. Group learning and discussions are encouraged with feedback and coaching from the facilitators. Workbooks are provided with tools and activities for on-going learning.

Target audience (who needs to attend)

Line managers, senior leadership, technical specialists, HR professionals, coaches and mentors.

For more on Catalyst Consulting, see: www.catalystconsulting.co.za