

## Coaching & Mentoring Skills

### INTRODUCTION

This programme introduces the skills of coaching as a method to motivate and develop staff to meet the needs of their job role, mentoring is an informed and confidential relationship between two people. A mentor will use some of the same skills as a coach or counsellor with the aim of building confidence and enhancing performance and prospects. This course is ideal for people responsible for developing other people and for guiding colleagues through NVQ programmes, or Graduate/Management Development Programmes.

### COURSE OBJECTIVES

**By the end of the course delegates will have:**

- **demonstrated** their understanding of the role of the coach and mentor and identified the core skills
- **discussed** and identified the opportunities for coaching and how to use them
- **practised** the key, component skills of coaching and mentoring, particularly reflective and non-judgemental listening
- **practised** identifying learning needs and writing appropriate learning objectives
- **practised** using listening and questioning skills to 'draw out' from the learner
- **practised** the skills of observing and giving feedback
- **prepared** for and carried out a short coaching session
- **practised** structuring and managing a counselling interview in a role play situation

**COURSE DURATION:** 2 Day Course

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### COURSE CONTENTS

#### What is Coaching and Mentoring?

#### The Role of the Coach or Mentor

Defining the role and responsibilities

#### The Skills of Coaching and Mentoring

Establishing rapport and building trust

Listening and questioning

#### The Mentor as a Coach

Identifying learning needs

#### The Coaching Process

Agreeing the plan

#### Coaching in Action

#### The Mentor as a Counsellor

Types of counselling

#### Essential Counselling Skills

Verbal and non-verbal communication

#### Managing the Meetings

Developing an effective structure

#### Skills in Action

Group to practice a short meeting

#### Personal Development Action Plan

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered*