

## Understanding the Skills, Principles and Practice of Effective Management Coaching & Mentoring

### INTRODUCTION

This two day course guides individuals to consider in depth the purpose of coaching or mentoring within an organisational environment whilst exploring the differences between the disciplines and the benefits and contribution they may be able to make to organisational performance. Delegates will identify potential individual, operational and organisational barriers to using coaching and mentoring and develop strategies for minimising or overcoming these.

### COURSE OBJECTIVES

- By the end of the course, delegates will:
- Understand the purpose of coaching and mentoring within an organisational context
- Understand the skills, behaviours, attitudes, beliefs and values of an effective coach or mentor
- Understand the role of contracting and the process to effectively coach or mentor
- Understand the principles of effective coaching or mentoring in practice and how to evaluate benefits

**COURSE DURATION:** 2 Day Course

Equivalent to ILM Level 5 unit  
Value of 5 Credits



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### COURSE CONTENTS

Definitions of coaching and mentoring

Differences and overlaps of coaching, mentoring, counselling and training

Organisations context: vision, mission, size, structure and readiness for coaching and mentoring

Financial, personal, social, emotional costs and benefits of coaching and mentoring

Formal and Informal strategies of coaching and mentoring

Models of learning styles and preferences & models of coaching and mentoring

Concepts of power and authority

Cultural issues working with a diverse workforce – gender, stereotyping, race, religion & sexuality

Organisational Structure

Policy and Procedures

#### 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*

