



MICT SETA accredited ACC/2011/07/066 Est. October 2003

College Africa Group - Coaching and Mentoring

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organisation.

This one-day workshop will teach participants:

- How coaching can be used to develop a team
- The coaching and mentoring skills that help improve individual performance
- The behaviors and practices of an effective coach
- How to recognise employees' strengths and give them the feedback they need to succeed
- How to identify employee problems and ways that they can help correct them

Defining Coaching and Mentoring

The first part of the morning will be spent exploring what coaching and mentoring mean. Participants will also learn the coaching formula and key skill areas.

Coaching Assessment Review

Next, participants will score their pre-assignment and discuss what areas for growth they can identify from it.

Interpersonal Communication Skills

Communicating well is a key aspect of successful coaching. During this session, participants will explore different communication skills, including questioning techniques, probing tools, and listening skills.

Critical Coaching Skills

In this session, participants will examine important coaching skills in small groups, including helping, mentoring, teaching, and challenging skills.

Setting Goals with SPIRIT

This session will share the SPIRIT model for setting goals, as well as ways to help people get on track.

Learning Styles and Principles

We learn in three different ways: by seeing, by hearing, and by doing. In a large group discussion, participants will identify ways to incorporate these methods into coaching. Participants will also learn about the seven principles of adult learning.

The Benefits/Consequences Matrix

During this session, we will examine a tool that coaches can use to help gain buy-in for change from employees.

Skills Involved in Coaching

Participants will work in small groups to complete a mix-and-match exercise that will familiarise them with key coaching skills.

The Coaching Model

This session will explore a four-step coaching model that can be applied to any situation.

Giving Effective Feedback

Next, participants will learn about the six elements of effective feedback.

Coaching Problems

To wrap up the day, participants will examine case studies and offer solutions.

Contact

Arnold Muscat

Direct 083 778 4903

Email: sales@collegeafricagroup.com

www.collegeafricagroup.com

