

Coaching and Mentoring Stars

Course Duration: 2-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

“Go to the people, learn from them, love them.
Start with what they know, build on what they have.
But the best of leaders, when their task is accomplished
and their work is done, ‘We have done it ourselves’,
the people will all remark”

- Lao Tzu, 23 B.C. -

PROGRAM OBJECTIVES

The best leaders today use the coaching and mentoring approach to build high performing teams because it is the most effective way to leverage the strengths of the team to achieve world-class business results. Through this program, you will learn to make the shift away from the traditional directive model of managing to a model of leadership based on powerful coaching and mentoring skills that encompasses resources, personal responsibility and results accountability.

- Conduct coaching and mentoring sessions using a variety of proven techniques
- Design successful career development plans
- Evaluate your employees' individual development needs
- Implement a structured coaching model to prepare for and lead effective session
- Learn a powerful methodology for generating real change at individual, team and organizational level
- Motivate top employees, grow solid contributors and act decisively on underperformers
- Optional on-going support and follow-through for the person being coached
- Recognize that coaching and mentoring is an on-going, two-way process that takes place as the need for opportunity arises
- Refine your role in developing employees
- Strengthen your coaching and mentoring skills
- Understand why employee development is critical to business success

LEARNING OUTCOMES

After completing the training, you should be able to:

- Build winning relationships with self and people
- Maximize the effectiveness of every coaching and mentoring interaction
- Resolve conflicts professionally

- Support people to find purpose and direction
- Use various coaching and mentoring strategies to develop winning solutions for everyone

METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

FRAMEWORK AND IMPLEMENTATION

Our unique experiential framework and implementation empowers you to:

- Be in limitless creation as opposed to limiting predictions
- Build and strengthen teams with professionalism
- Develop more constructive and mutually fulfilling relationships in your personal and professional life
- Employ effective inter-personal skills to different types of relationships
- Engage with a powerful, highly effective approach to coaching and mentoring, capable of generating deep positive change
- Enhance your coaching and mentoring skills using language, emotions and body
- Expand your personal unique coaching and mentoring style
- Gain commitment to results and accountability
- Identify origins of your present behaviors and remove limiting beliefs about self and others
- Increase your own ability and capacity for masterful living and action
- Lead authentically with greater influence and impact
- Take action to develop a resolute coaching mindset and ethics in encouraging the development of a world-class empowering culture

COURSE CONTENTS

Day 1:

Module 1: Coaching Introduction

- Why
- What
- Where
- When
- Who

Module 2: Discovery Questioning

- 6 discovery questioning techniques
- The Funnel Model
- Tight conversation
- Power Up!
- Asking purposeful questions

Module 3: Active Listening

- 6 active listening techniques
- Driving meaningful conversations
- Advanced interjection techniques
- Prioritizing needs
- The 3 levels of empathy

Module 4: Coaching Tools

- Understand
- Goals
- Reality
- Options
- Will Do
- Support

Day 2:

Module 5: Mentoring Introduction

- Why is mentoring important
- What is mentoring
- What to mentor
- Who to mentor

- Matching protege with mentor

Module 6: The World Of Influence

- Reciprocity
- Scarcity
- Authority
- Consistency
- Liking
- Social proof

Module 7: Art Of Feedback

- What is feedback
- Giving and receiving feedback
- Feedback models
- Feedback in coaching
- Feedback scenarios

Module 8: Mentoring Tools

- Framework x+1
- Mentoring process
- Applying emotional intelligence in coaching and mentoring
- Assessing learning styles
- Mentoring conversations