Coaching, Counseling & Mentoring

LENGTH: 1 day

PURPOSE: This workshop explores the core skills and attitudes needed by managers in providing support for growth and performance.

It defines the requirements of a person-centered approach to building a learning team, and allows you to practice the skills a successful Coach, Counselor and Mentor needs.

- Explore motivations and barriers and broaden your awareness of performance-improving techniques.

- Practice the core skills of coaching, counseling and mentoring.

- Find the root cause of problems and identify the desired outcome.

- Practice expressing your opinions effectively and develop a Mentoring action plan.

- Learn about the core skills of: rapport, questioning and listening.

- Build your knowledge of learning styles and how to make your performance more effective as a result.

Benefits: After this workshop you will be able to:

- Coach colleagues with greater confidence and purpose.
- Use basic counseling techniques to help colleagues work through emotional-related problems that are affecting their work.
- Understand the role of a mentor, and develop your own potential for effective mentoring

Learning Objectives: You can expect to:

- Broaden awareness of performance improving techniques
- Practice the core skills of coaching and counseling, and get feedback on your own performance
- Understand the role of a mentor and identify the skills and knowledge required.
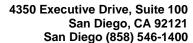_____

Course Outline

INTRODUCTION
Coaching, Counseling and Mentoring: similarities and differences

DEFINITIONS AND LEARNING
Coaching
Counseling
Mentoring

Selecting the right skill for the situation
How we learn

COACHING
Using a coaching model
Understanding the pitfalls of coaching
Developing probing questions
Active listening
Motivation and Barriers

Giving positive and critical feedback
Coaching in challenging situations

COUNSELING
Finding the root cause of the problem
Their problem, their solution?
Information versus Advice
Empathy

Identifying the desired outcome

MENTORING
Checklist for mentoring skills
Mentoring tools
Identifying steps for mentoring
Mentoring Issues
Mentoring contracts