

## Mentoring and Coaching for Organizational Excellence Workshop II

**Length:** 1 Day

**Prerequisite:** Mentoring and Coaching for Organizational Excellence Workshop I

**Summary:** In this workshop you will learn about advanced mentoring and what it takes to be a mentor. By the end of this workshop you should have a much clearer idea of mentoring and more specifically, you will be able to:

- Demonstrate critical skills required by mentors
- Describe potential phases in the Mentoring relationship and Model
- Apply effective Problem Solving in your mentoring and coaching relationships
- Apply Mentoring “Best Practices” to the Millennial generation
- Describe Mentoring Meeting “Best Practices”
- Use “Best Practices” to Create a Mentoring Plan

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### COURSE CONTENT

#### 1: SESSION I CONTENT REVIEW

- What is Mentoring & Coaching
- Mentoring Myths and Legends
- Best Practices for being Mentored
- Why Mentoring and Coaching are important
- Roles and Responsibilities
- Exercise: “Best Practice” Article Review – *“You Can’t be a Great Manager if you’re not a Good Coach.”*

#### 2: BUILDING RAPPORT – SKILL BUILDING

- Best Practices in Building rapport
- Exercise: Building Rapport

#### 3: ENGAGED LISTENING – SKILL BUILDING

- Exercise: How Actively do you Listen- Self-Assessment
- How to Listen
- Best Practice: Positive Habits of Engaged Listeners
- Pay attention to Non-Verbal Communication
- Exercise: Active Listening
- What to do when you can’t listen

#### 4: WHAT DOES SUCCESSFUL COACHING & MENTORING LOOK LIKE?

- What it is and isn’t
- Formal vs. Spontaneous Coaching
- Is your employee ready?
- Criteria for selecting employees ready for coaching and mentoring
- Am I ready to Coach/Mentor?
- Different Kinds of Coaching Conversations

#### 5: OPEN ENDED INQUIRY – SKILL BUILDING

- Using Inquiry “Best Practices”
- Inquiry five types of Questions
- Exercise: Reframing Questions
- Exercise: What’s the Question?
- Exercise: “Best Practices” Article Review – *“Asking Open-ended questions helps New Managers Build Trust”*
- Exercise: Practicing Inquiry
- How to Start a Mentoring or Coaching Dialogue

## 6: PROVIDING EFFECTIVE FEEDBACK – SKILL BUILDING

- Why is Feedback important in the Mentoring and Coaching relationship?
- Exercise: Barriers to Giving Feedback – self assessment
- Giving Feedback Best Practices – SBI
- Receiving Feedback “Best Practices”
- Exercise: Providing Effective Feedback
- Giving and Receiving Feedback “Best Practices”

## 7: PROBLEM SOLVING APPROACH

- Exercise: Problem Based Approach & Solution Based Approach

## 8: MENTORING MODEL

- Initiative Exploration
- Facilitate Learning
- Guiding the Planning Process
- Support Experimentation
- Exercise: Sharing Diagram

## 9: MENTORING MILLENNIALS

- Exercise: Article Review “Mentoring Millennials”

## 10: PROACTIVELY MANAGING THE MENTORING RELATIONSHIP

- Initiation
- Development
- Maturity
- Disengagement
- Redefinition

## 11: MENTORING/COACHING MEETING “BEST PRACTICES”

- Tips for your first Meeting
- Exercise: Preparing for your First Meeting

## 12: GOAL SETTING

- Best Practices: SMART
- Clearly Framing Mentoring and Coaching Goals

## 13: DEVELOPING A MENTORING PLAN

- Establish Accountability
- Creating a Mentoring Action Plan
- Follow Up
- Exercise: Pitfalls and How to Avoid Them

## 14: WRAP UP & NEXT STEPS:

- Exercise: “Best Practice” Article review “*What the Best Mentors Do?*”
- Wrap up: Share one Take-away, Skill(s) you will develop, Action you will take from this course?