



HM019: Coaching & Mentoring Skills for Managers (ILM Endorsed)



Training Description:

- Understand the difference between Coaching and Mentoring
- An overview of the impact a coaching culture has on achieving business results
- Learn how to structure a complete coaching relationship with your employees
- Identify how to link coaching to performance management and staff development plans
- Understand how to facilitate, guide and close discussions while managing conflict
- Learn how to empower staff to succeed with less demands on your effort and time
- Familiarity with giving and receiving collaborative and constructive feedback
- Explore how to build on and credit other people's ideas to improve performance
- Familiarity with GROW model emphasising the achievement of team goals
- Learn how to help others find solutions by setting their own achievable objectives

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Identify key success factors for effective management using coaching techniques
- ✓ Develop a clear set of guidelines and principles for a successful coach/mentor relationship
- ✓ Use effective coaching tools to help you provide effective support for the coachee/mentee
- ✓ Setting Goals for coaches/mentees and mapping out progress and development
- ✓ Know how to give constructive and effective feedback for coaches/mentees development
- ✓ Lead, coach and manage each team member to improve overall performance
- ✓ Use improved understanding of behaviour to inspire motivation and commitment from your team and peers
- ✓ Motivate your staff and eliminate procrastination to enhance their desire to perform and achieve
- ✓ Save time and boost confidence by encouraging employees to take more control and responsibility
- ✓ Increase productivity by replacing your team's "have to" attitude with a "want to" attitude
- ✓ Understand how to assess the development needs of your employees
- ✓ Tailor your coaching or mentoring style to suit each employee's need and personality

Training Designed for:

This course is intended for all Senior Managers & Middle Managers in the working organizations.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ Background to Coaching and Mentoring in Business
 - The Rise of Coaching and Mentoring in Business
 - Defining Coaching and Mentoring, and understanding the difference
 - Theory X, and Theory Y for Coaching and Mentoring
 - How Coaching and Mentoring can help trigger and improve performance





DAY TWO:

❖ Fundamentals of Coaching and Mentoring for Higher Employee Performance

- Coaching and Mentoring: Essential Skills of a Transformational Leader
- Roles and Responsibilities in the Coaching or Mentoring Relationship
- Mind Frames of a Mentor/Coach
- Impact of employee expectation
- Overcoming Roadblocks to success
- Learning Styles and the tailored approach

DAY THREE:

❖ The Key Coaching and Mentoring Models Techniques

- The OSKAR Mentoring Model
- Coaching for performance “The GROW” model
- Creating the Vision and discovering Values
- The Power of Questions
- Setting SMART Goals
- The Three Steps of Performance Management

DAY FOUR:

❖ Balance in the Corporate Coaching and Mentoring Process

- Motivation as driving force to achievement
- Code of Ethics and Confidentiality
- The Importance of trust in the workplace
- Providing and receiving constructive feedback

DAY FIVE:

- ❖ Practise, Practise, Practise (The Coaching Board Game)
- ❖ Course Conclusion
- ❖ POST TEST and Evaluation

Training Requirement:

“Hands-on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test





Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

