



SS018: Coaching & Mentoring Program

Training Description:

This intensive training course is designed to improve the skills of people in a management and supervisory role in companies using counseling, mentoring and coaching as a medium for continuous improvement and development. Coaching has always been a vital skill in any organization. In today's work environment, it is especially important for everyone to mentor and for coaching to be as effective as possible. Mentoring and coaching are extremely valuable and have long-term implications for the future of the organization. Experience has shown that if the skills of training are not focused in a coherent manner, the cost of the company is very high in loss of production and/or service to their clients.

This course is designed to pave the way for those involved in the development of their work force and to implement a blueprint within their own organization for coaching and mentoring systems. It uses various case studies and interactive discussion groups to gain a firm understanding of the benefits from these methods.

Training Objectives:

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

- ✓ Define the benefits of utilizing the Coaching and Mentoring Techniques
- ✓ Develop sound Coaching and Mentoring Systems
- ✓ Recognize that skills required are critical for human resources development in any organization
- ✓ Build the right environment
- ✓ Help employees tap into their own motivation to succeed
- ✓ Remove roadblocks which prevent an employee from achieving his full potential and best performance
- ✓ Formulate appropriate objectives and standards of performance
- ✓ Design effective and specific job descriptions
- ✓ Positively reinforce desired employee behavior
- ✓ Establish an ongoing process for all aspect towards employees, prepare employees for promotion or greater responsibility

Training Designed for:

This course is intended for Operations and Line Manager's, Supervisors, Team Leaders and those involved or responsible in working organization.

Training Program:

FIVE DAYS:

- ❖ Pre-Test
- ❖ Introduction to the Coaching and Mentoring Skills for Personnel Development
- ❖ The Organizational Benefits and Human Resources Development (HRD) Potential
- ❖ The Processes involved in creating successful HRD systems
- ❖ Definition of Mentoring, Coaching
- ❖ Building a Coaching Environment
- ❖ Designing Performance Standards and Objectives
- ❖ Job Description as Agreement between Employee and Organization

- ❖ Understanding the difference between mentoring and giving orders
- ❖ Motivational Techniques
- ❖ The Characteristics and Attribute of Effective Coaches and Mentors
- ❖ The Coaching Counseling and Mentoring Interview
- ❖ Coaching and Counseling Tools and Methods
- ❖ Linkage Between Coaching and Counseling and Peak Performance / Competence
- ❖ The Role of the Appropriate Culture and Climate in the success of the process
- ❖ The Superior as a Coach Model and Leader
- ❖ Coaching and Counseling as a Career Development Tool and Performance Enhancement Mechanism
- ❖ The Importance of Motivation, Behavior Analysis and Feedback
- ❖ The Concept of 'Value Adding'
- ❖ Influence & Facilitating Skills and Tactics
- ❖ The Role of Renewed Awareness of the Change Factor
- ❖ The Commitment to Continuous Improvement
- ❖ Encouraging Employees to Solve Problems and their own and Make Decisions
- ❖ Recognizing Opportunities for Mentoring
- ❖ Techniques for Listening Carefully and Asking Questions
- ❖ Mastering a Step-by-Step Approach to Coaching
- ❖ Role Play: Coaching and Mentoring Skills Practice
- ❖ Case Studies, Discussion Groups
- ❖ Course Conclusion
- ❖ Post-Test and Evaluation

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course 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, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA 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 Certificate(s):

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

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 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

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

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