

Coaching and Mentoring: Advanced

The programme will enable learners to develop other employees at the workplace in a way that contributes to the overall effectiveness of the organisation. It emphasises the importance of sharing as much knowledge and experience as possible for the long-term benefit of the industry.



COURSE DURATION: 3 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: n/a
Credits: n/a

Target Audience

The target audience would typically consist of senior and middle managers, HR managers, organisational development practitioners, business owners or any person interested in the area of developing others.

Training Methodology

The programme is a highly interactive one, where participants use games, simulation exercises and introspection to achieve the workshop objectives. Each participant will receive a workbook and will be assessed during the workshop. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 3 day course will cover the following modules:

Module 1: Distinguish between coaching, mentoring and training:

- Understanding the different concepts
- 'Here and now' skills transfer vs long-term development
- Counselling, consulting and other related concepts

Module 2: Managers as coaches:

- The link between management and coaching
- Various coaching roles of the manager
- Integrating the management process into the coaching process

Module 3: The coaching process:

- Establishing performance objectives
- Providing direction and support
- Coaching to achieve objectives
- Monitoring performance and coaching

Module 4: Identify the need for coaching and mentoring:

- Identifying the performance gap
- Establishing the need
- Advanced Coaching and Mentoring
- Establishing coaching and mentoring objectives
- Negotiating the coaching and mentoring contract

Module 5: Questioning techniques:

- Preparation for the interview
- Question formulation
- Irrelevant, relevant and comparison questions
- Formative and summative evaluation

Module 6: Giving feedback:

- Critical feedback
- Constructive feedback
- Stages of response
- Barriers to feedback
- Importance of following-up

Module 7: Individual coaching and mentoring:

- The coach/mentor mentee relationship
- Relationship building and implementation
- Assessment
- Separation

Module 8: Problems that may occur during coaching and mentoring:

- Mentor pitfalls
- Mentee pitfalls
- Relationship pitfalls
- Solutions to mentoring problems

Module 9: Alternative arrangements for coaching and mentoring:

- Informal mentoring
- Reverse mentoring
- Multiple mentoring
- Electronic-supported mentoring

Bookings and Enquiries

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