

Coaching, Counseling & Mentoring

Length: 1 Day

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

Upon completion of this course, participants should be able to:

- Explore motivations and barriers of performance-improving techniques.
- Practice the core skills of coaching, counseling and mentoring.
- Find the root cause of problems and identify the desired outcome.
- Learn about the core skills of: rapport, questioning and listening.
- Build your knowledge of learning styles and how to make your performance more effective
- Coach colleagues with greater confidence and purpose.
- Understand the role of a mentor, and develop your own potential for effective mentoring

COURSE CONTENT

COACHING, COUNSELING AND MENTORING

- Similarities and Differences
- Selecting the right skill for the situation
- How Coaching can support mentoring

COACHING

- Understanding the pitfalls and challenges of Coaching
- Developing probing and open-ended questions
- Active listening
- Motivation and Barriers
- Giving positive and critical feedback
- Coaching in challenging situations

CONDUCTING THE INITIAL COACHING CONVERSATION

- Communication skills used in Coaching
- Determine the Coaching Approach
- Have the Initial Coaching Conversation

COUNSELING

- Finding the root cause of the problem
- Their problem, their solution?
- Information versus Advice
- Empathy
- Identifying the desired outcome

MENTORING

- Mentoring tools

EXECUTING THE ACTION PLAN

- Create the Action Plan
- Modify the Action Plan
- Recognize That Goals Have Been Meet

ESTABLISHING THE RELATIONSHIP

- Observe Performance Before Beginning to Coach, Counsel and Mentor
- Initiate the Relationship