

Mentoring and Coaching for Organizational Excellence Workshop I & II

Length: 2 days

Summary: In this workshop you will learn about 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:

- Describe what mentoring means to you
- Describe a model of mentoring
- Outline the benefits of mentoring
- Describe the roles and responsibilities of mentors and mentees
- Outline the critical skills required by mentors
- Describe potential phases in the mentoring relationship

COURSE CONTENT

WHAT is MENTORING & COACHING?

- Definitions with different perspectives
- Exercise: ID Critical facets of definitions
- Critical distinctions between Mentoring and Coaching
- To Mentor or Coach?
- WHAT does a MENTOR DO?
- MENTOR – Acronym Introduction

MENTORING MYTHS and LEGENDS

- Pop Quiz with Smart Phones
- Exercise: “Best Practice” Article Review
“Demystifying Mentoring” & “Busting Mentoring Myths”

BEST PRACTICES in INDIVIDUAL PLANNING for being MENTORED

- Individual Mentoring Process
- Tips for choosing Mentors
- Exercise: Mentoring Reflections

WHY is MENTORING & COACHING IMPORTANT?

- ROI for effective leadership (coaching mentoring)
- WIFM for proactive Talent Management & Leadership Development (Mentoring & Coaching)
- Connection between employee development and retention
- Exercise: “What Keeps em”
- Individual Benefits of being a Mentor

ROLES AND RESPONSIBILITIES

- Mentee’s vs. Mentor’s
- Model, Encourage, Nurture, Teach, Open Doors and Networks, Reality/Response
- Exercise: Clarifying Expectations

CRITICAL SKILLS FOR MENTORS & COACHES

- Exercise: Mentoring Skills Self-assessment
- Exercise: “Best Practice” Article Review – “*You Can’t be a Great Manager if you’re not a Good Coach.*”
- Coaching Revisited: Inquiry & Advocacy Skills
- Building Skills for Effective Coaching
- Questions for selecting a coach
- Why you might not be a good coach?

BUILDING RAPPORT

- Best Practices in Building rapport
- Exercise: Building Rapport

ENGAGED LISTENING

- 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

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

OPEN ENDED INQUIRY

- 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

PROVIDING EFFECTIVE FEEDBACK

- 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”

PROBLEM SOLVING APPROACH

- Exercise: Problem Based Approach & Solution Based Approach

MENTORING MODEL

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

MENTORING MILLENNIALS

- Exercise: Article Review “Mentoring Millennials”

PROACTIVELY MANAGING THE MENTORING RELATIONSHIP

- Initiation
- Development
- Maturity
- Disengagement
- Redefinition

MENTORING/COACHING MEETING “BEST PRACTICES”

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

GOAL SETTING

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

DEVELOPING A MENTORING PLAN

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

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?