

## **COACHING AND MENTORING FOR MANAGERS**

Managers who get great results know how to coach and develop their staff. This course teaches managers the practical skills needed, and gives them a step-by-step model for both formal and informal coaching. Mentoring is also covered.

### **OBJECTIVES**

At the end of this course, participants should be able to:

- identify the skills and attributes of an effective coach
- identify opportunities for formal and informal coaching
- use the G.R.O.W. model for coaching dialogues
- conduct a coaching interview
- Identify the benefits of mentoring
- identify different learning styles
- increase productivity by promoting workplace learning.

### **KEY TOPICS**

- Attributes and skills of an effective coach
- The manager's role in developing people
- Emotional Intelligence
- G.R.O.W. coaching dialogue
- Coaching scenarios and skill practice
- 4 step on-the-job training model
- What is mentoring? How is it different from coaching?
- What motivates people?
- Learning Styles: how people learn differently

### **APPROACH**

Small group discussion, personal assessment, and skill practice are the cornerstones of this course, with the emphasis on real-life scenarios and skills that can be implemented immediately.

**LENGTH:** one day