

# Effective Coaching

## Course Overview

Coaching and mentoring are an effective performance management tool that helps leaders to develop their staff to achieve their potential.

Recently, Coaching & Mentoring have taken on additional significance as a talent development and knowledge retention tool. An effective coaching and mentoring program will ensure the continued success of the organization. For managers and leaders, effective coaching and mentoring skills can develop their team's performance and morale that will greatly increase success. This Coaching and Mentoring workshop will help participants to enhance their ability to develop people's potential, and thereby enable them to fulfill both organizational and personal goals.

This workshop will utilize Transfer of Learning Methodologies to ensure that all skills learned in the workshop are implemented in the workplace. This entails action-learning and experiential activities using a range of interactive and experiential exercises, debates, case studies, games and visual images/video, through which participants will apply and practice workshop concepts in a safe environment to guarantee successful transfer of knowledge to the workplace.

**Assessment Tool:** Self- assessment: Coaching Effectively

## Course Outline

- Mentoring, coaching and training- what are the key differences?
- So, what is coaching?
- Why Coaching and Mentoring?
- Essence of Coaching and Mentoring
- Benefits to The individual, The coach, The Mentor, The Organization
- Linking coaching and mentoring to the organization's Vision, Mission and Goals
- The Making of an Effective Coach / Mentor
- The key attributes of a coach / mentor
- The 'Super-Seven' Skills
- Understanding the GROW Coaching model
- Overcoming coaching / Mentoring barriers
  - Breaking myths
  - Understanding different communication styles
- So, what is mentoring?
- Mentoring and managing- They are not the same.
- Benefits of mentoring
  - To self
  - To organization

- Different flavors of mentors:
- Roles and responsibilities in the mentoring relationship
  - Roles and responsibilities of the mentor
  - Roles and responsibilities of the mentee.
- From a persistent encourager to a stern task master.
- Managing the mentoring relationship
  - Phases in the mentoring relationship
- Conducting the mentoring meeting
  - Structure
  - Tips for the first meeting
- Goal setting – ACHIEVE SMART Model
- MENTOR Model
- Developing the mentoring plan
- Pitfalls of mentoring and how to avoid them
- Adopting mentoring styles to different personalities – know your mentee’s personality
- Sample mentoring questions to use in:
  - Career discussion
  - Skill development discussion
  - Probing
  - Cushion
  - Problem solving
- Individual Action Plan

### **Learning Objectives**

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

- Understand the concept of coaching and mentoring
- Appreciate the difference between coaching and mentoring
- Realize the benefits of coaching and mentoring
- Recognize the attributes of an effective coach and mentor
- Learn and apply coaching and mentoring skills
- Deliver value when sought out by colleagues for his/her coaching and mentorship
- Adopt coaching styles to suit different personalities
- Appreciate the coaching in the organizational context
- Stimulate individuals to higher level performance
- Apply coaching mentoring skills in real-life workplace situations

### **Who Should Attend**

- Managers, supervisors and team leaders
- First line and middle managers

**Course Duration:** Two days from 9:00AM to 4:00PM

### **Registration Deadline**

One week before the course date

**Course Venue**

Top Business Training Center: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

**Registration & Payment:**

- Course fees include soft copy of the material, coffee break, light lunch and certificate.
- Payment by cheque in Top Business name, cash to Top Business address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Registration is confirmed only after course payment.
- Payment is non-refundable; however, participant can be substituted or attend next confirmed round of the same course or another course during the same calendar year.
- Payment is non-refundable in the event of a participant no show on the 1<sup>st</sup> day of the course.

**For More Information**

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