

Coaching and Mentoring

Overview

This workshop focuses on how to better coach your employees to higher performance.

Course Objectives

Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Course Outline

1 - Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

2 - Defining Coaching and Mentoring

What is Coaching?
What is Mentoring?
Introducing the G.R.O.W. Model

3 - Setting Goals

Goals in the Context of GROW
Identifying Appropriate Goal Areas
Setting SMART Goals

4 - Understanding the Realities

Getting a Picture of Where You Are
Identifying Obstacles
Exploring the Past

5 - Developing Options

Identifying Paths
Choosing Your Final Approach
Structuring a Plan

6 - Wrapping it All Up

Creating the Final Plan
Identifying the First Step
Getting Motivated

7 - The Important of Trust

What is Trust?
Trust and Coaching
Building Trust

8 - Providing Feedback

The Feedback Sandwich
Providing Constructive Criticism
Encouraging Growth and Development

9 - Overcoming Roadblocks

Common Obstacles
Re-evaluating Goals
Focusing on Progress

10 - Reaching the End

How to Know When You've Achieved Success
Transitioning the Coach
Wrapping it All Up

11 - How Mentoring Differs from Coaching

The Basic Differences
Blending the Two Models
Adapting the GROW Model for Mentoring
Focusing on the Relationship

12 - Wrapping it Up

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans
