

Workshop title: Coaching and Mentoring

- Aim:** To help organisations use coaching and mentoring to develop their staff and managers in a planned way
- Designed for:** All managers who manage staff or coach / mentor colleagues whether formally or informally.
- Objectives:** During the workshop, managers will
- understand the scope, role, importance and benefits of coaching and mentoring
 - know and have practised the key skills of coaching and mentoring
 - have learnt how to optimise the use of observation and feedback
 - be able to relate coaching to different learning styles
- Method:** This workshop will be participative with discussions, and practical exercises as well as managers' own material and experience to ensure the theory is put into practice and relevant to the workplace.
- Content:**
- What are coaching and mentoring?**
- * The difference between coaching and mentoring
 - * The role of the manager as coach or mentor
 - * The outcomes of coaching and mentoring
- The skills of coaching and mentoring**
- * A demonstration of group coaching using structured questions
 - * The need to develop a high level of questioning skills
 - * Active listening skills
 - * Dealing with obstacles and resistance
- Coach and mentor through observation and feedback**
- * Preparation for observation and feedback
 - * Agree focus of observation
 - * Giving and receiving feedback on effective performance and areas for development
- Flexible coaching and mentoring for different learning styles**
- * How people learn and how to help people learn
 - * Coaching and mentoring in the light of the learning cycle
 - * Practice of the coaching / mentoring session structure and skills
 - * Practice of the skills of giving and receiving feedback