

Coaching and Mentoring

What will you learn?

- Apply coaching to improve individual and team performance
- Enhance your ability to become a trusted advisor
- Adapt your coaching style to the situation
- Engage in effective coaching conversations
- Understand your skills, motivations and limitations
- Use key mentoring techniques

Why should you take this course?

This course is for you if you are, or wish to be, in a position to coach/mentor other people in your organization. The goal is to help you become a better, more effective coach or mentor by sharing proven coaching techniques and help you understand how to maximize the mentor/mentee relationship.

Overview and Course Content

Most of us have either had or been a coach or mentor at some point in our lives. A coach or mentor's advice, guidance and feedback can make significant contributions, empowering others to achieve high levels of success. The difference between a good and excellent coach/mentor is significant. This course will help you become an invaluable resource for both your organization and the people you choose to help.

Coaching: The Essentials

- Coaching vs mentoring
- Coaching styles
- The coaching process and the conversation
- Coaching toolkit

Coaching in Special Circumstances

- Address lack of motivation
- Overcome resistance to change

Teamwork

- Coach teams to achieve excellence
- Improve team decision-making
- Build collaboration

Effective Instruction and Feedback

- Develop mutual trust and respect
- Share your knowledge and expertise
- Provide guidance through feedback

Mentoring

- Develop the relationship
- Focus on potential
- Provide support in difficult times



Who is your instructor?

Jennie Constantinides brings over 30 years of experience in developing human resource strategies, leadership and high performance teams. With a Masters in Law, Alternative Dispute Resolution (LL.M. PRD), and as an accredited workplace mediator (IMAQ), she has written more than 100 training manuals, guides, job-aids, audio-visual and e-learning materials in support of management and organizational development.