

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 designs and delivers training in leadership, teamwork, communications, managing performance, implementing change and dealing with stress. She trains managers to recruit, develop and retain the best people for their organizations. Jennie speaks at conferences, has published in various trade magazines, and designed over 100 training manuals, guides, job-aids, audio-visual learning materials and e-learning courses. With a Masters of Law degree, Alternative Dispute Resolution, (LL.M., PRD), and as an accredited workplace mediator (IMAQ), Jennie helps organizations deal with conflict constructively.