

## COACHING AND MENTORING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Through our Coaching and Mentoring training course in Kuala Lumpur, new Mentors will learn effective strategies that build trust, rapport and break down the obstacles for growth in their staff.

This Coaching and Mentoring training course will empower you with the behavior, knowledge and skills to help develop and motivate others in a constructive manner. With the use of efficient coaching and mentoring skills, you can help boost an individual or team's overall performance.

Join a coaching and mentoring training class today, or have a trainer come to your workplace in Kuala Lumpur and Malaysia.

This Coaching and Mentoring training course can be delivered at your premises by one of our expert local or international trainers or live online using our

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## COACHING AND MENTORING TRAINING COURSE OUTLINE

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### FOREWORD

In today's environment of changing technology and evolving organizations in Malaysia, coaching can create a strong competitive advantage. It provides continuous learning and develops people to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource people for the long-term benefit of the organization.

About 6 out of 10 (59%) organizations currently offer coaching or other developmental counselling to their managers and executives, according to a nationwide survey of more than 300 companies conducted by Manchester, a human capital consulting firm. Another 20% of organizations said they plan to offer such coaching within the next year.

Productivity happens when managers can develop strong relationships with their employees. Executive coaching builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program will help you turn performance management into a collaborative process that benefits everyone.

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### OUTCOMES

#### In this course participants will:

- ▶ Understand the G.R.O.W. model and apply it
  - ▶ Learn to set appropriate, effective goals using the S.M.A.R.T. technique
  - ▶ Learn how to recognize the current state or reality of an employee's situation
  - ▶ Learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
  - ▶ Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
  - ▶ Understand the importance of building & fostering trust with employees
  - ▶ Master the art of giving effective feedback while maintaining trust
  - ▶ Recognize & overcome common obstacles that are holding employees back
  - ▶ Know when it is the right time to stop coaching an employee
  - ▶ Learn to continue to transition an employee to other opportunities for continued growth
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### MODULES

#### Lesson 1: Getting Started

- ▶ Workshop Objectives

#### Lesson 2: Defining Coaching and Mentoring

- ▶ What is Coaching?
- ▶ What is Mentoring?
- ▶ Introducing the GROW Model

#### Lesson 3: Setting Goals

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

#### Lesson 4: Understanding the Reality

- ▶ Getting a Picture of Where you are
- ▶ Identifying Obstacles
- ▶ Exploring the Past

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### Lesson 5: Developing Options

- ▶ Identifying Paths
- ▶ Choosing your Final Approach
- ▶ Structuring a Plan

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### Lesson 7: The Importance of Trust

- ▶ What is Trust?
- ▶ Trust and Coaching
- ▶ Building Trust

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### Lesson 9: Overcoming Roadblocks

- ▶ Common Obstacles
- ▶ Re-Evaluating Goals
- ▶ Focusing on Progress

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### Lesson 11: How Mentoring Differs from Coaching

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

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### Lesson 6: Wrapping it all Up

- ▶ Creating the Final Plan
- ▶ Identifying the First Step
- ▶ Getting Motivated

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### Lesson 8: Providing Feedback

- ▶ The Feedback Sandwich
- ▶ Providing Constructive Criticism
- ▶ Encouraging Growth and Development

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### Lesson 10: Reaching the End

- ▶ How to know when you've Achieved Success
- ▶ Transitioning the Coachee
- ▶ Wrapping it all up

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### Lesson 12: Wrapping it Up

- ▶ Words from the Wise

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)