Coaching and Mentoring

Intended Audience	Mid-Level	**Delivery Options**	2-Day In-Person (Onsite or Seminar)
HR Competencies	• Relationship Management • Communication • HR Expertise (HR Knowledge)	**Recertification***	SHRM: 15 PDCs

Program Overview

In this engaging, practice-based program, you will develop and apply coaching techniques designed to effectively increase leader and organizational performance. Through practice exercises, observation and feedback, you will experience coaching from the viewpoint of the coach and the coachee. You will also examine different types of mentoring programs and explore a process for implementing a mentoring program at your organization. By the end of the program, you will have a greater self-awareness and an increased ability to support those needing coaching and mentoring within your organization.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Demonstrate various coaching techniques.
- Incorporate and make effective use of data and feedback as part of the coaching process.
- Establish an effective coaching plan and recognize best practices in ethical coaching.
- Align coaching and mentoring programs to business performance.

Program Modules

This program includes the following modules:

- Module 1: Introduction
- Module 2: Making a Business Case
  - The Importance of People Skills
  - Why Now?
  - The Impact of Coaching and Mentoring on the Business, HR and Employees
- Module 3: Defining Coaching and Mentoring
  - What Coaching Is and Isn't
  - Coaching vs. Mentoring
  - Coaching Activity
  - How Coaching and Mentoring Affect Organizational Development
- Module 4: Establishing a Coaching Environment
  - Adapting to the Coachee's Needs
  - Ethical Issues in Coaching and Mentoring
  - Ethics: What Would You Do?
  - The Mindset of an Effective Coach
  - Building Trust and Rapport
  - TEA Principle
  - T-GROW Coaching Model
  - Coaching Activity: Building Trust
- Module 5: Listening Actively and Communicating Effectively
  - Interpreting Nonverbal Behavior
  - Active and Empathetic Listening
  - Acknowledge and Validate
  - Coaching Activity: Back to Back
- Module 6: Asking Powerful Questions
  - Impact of Powerful Questions
  - The Linguistic Architecture of Powerful Questions
  - High-Level and Low-Level Questions
  - Open-Ended and Closed-Ended Questions
  - Aligning Questions
  - Coaching Activity: Powerful Questions
- Module 7: Creating a Corporate Mentoring Plan
  - Types of Mentoring
  - Mentoring Plan Checklist
  - The Program Manager and Executive Sponsor
  - Align with Business Goals
  - Create an Implementation Plan

- Module 8: Supporting Effective Planning and Goal Setting
    - Self-Regulation Model of Goal Setting
    - Rohnke's Comfort/Stretch/Panic Model
    - Practice Coaching: Goal Setting
    - Action Planning Chart
    - Overcoming Resistance: The Personal Mastery Model
    - Bold Requests
    - Moving to Action
- Module 9: Developing a Coaching Plan Proposal
    - Calculating ROI
    - Establish Expectations of the Program Rollout
    - Create Your Plan
    - Presenting Your Plan
- Module 10: Conclusion
    - Program Objectives
    - Takeaways
    - Program Follow-Up
    - Resources