

## COACHING AND MENTORING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Coaching and mentoring ensure the continual and faster transfer of knowledge, skills and other best practices to the younger, less experienced employees. The Coaching and Mentoring Training course provides managers, supervisors and those who teach and guide their people in performing their jobs with effective coaching and mentoring skills.

After completing the Coaching and Mentoring training course, you will have learned: to use the G.R.O.W, (Goal, Reality, Obstacles, Options Way Forward) and S.M.A.R.T. (Specific, Measurable, Attainable, Relevant, Time-bound) models or processes for planning, goal setting and problem solving, how to develop trust among employees, the effective way of monitoring and giving feedback and much more.

This comprehensive training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

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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, 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 counseling 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

**By the end of this course, participants will:**

- ▶ Define coaching, mentoring and the G.R.O.W. model
  - ▶ Set appropriate, effective goals using the S.M.A.R.T. technique of goal setting
  - ▶ Learn how to define the current state or reality of an employee's situation
  - ▶ Define options for one's employee and create actionable steps toward a preliminary plan
  - ▶ Learn how to develop a finalized plan and motivate an employee to accomplishment
  - ▶ Identify the benefits of building & fostering trust with employees
  - ▶ Master giving effective feedback while maintaining trust
  - ▶ Identify & overcome common obstacles that are holding employees back
  - ▶ Learn to identify when coaching an employee is at an end
  - ▶ Learn to transition an employee to other opportunities for growth
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### MODULES

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#### Lesson 1: Defining Coaching and Mentoring

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

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#### Lesson 2: The Importance of Trust

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

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#### Lesson 3: Setting Goals

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

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#### Lesson 4: Providing Feedback

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

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### Lesson 5: Understanding the Reality

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

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### Lesson 7: Developing Options

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

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### Lesson 9: Wrapping it all Up

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

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### Lesson 6: Overcoming Roadblocks

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

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### Lesson 8: Reaching the End

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

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### Lesson 10: 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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## WEB LINKS

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