



Coaching and Mentoring Training Course Outline



Program Overview

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.

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 the concepts discussed within the training. The topics presented below define the areas of focus under the program.

Duration

1 – Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Understand the significant contributions that coaching and mentoring can make toward implementation of organizational strategies
- Learn how and when coaching and mentoring can be applied
- Learn how to develop and practice key coaching and mentoring skills and techniques in the context of management and leadership
- Understand values associated with developing others including learning styles and diversity issues, self- management and emotional awareness
- Learn how to use critical communication skills such as developmental and supportive language, active listening skills and questioning techniques
- Learn how to better work with others in the mentoring and coaching way to build organizational capability

Target Audience

Our Leadership Training programs benefits anyone who interacts with internal or external customers, project Team Leaders, Supervisors or employees who serve on teams or managers who want to enhance other skills through team leadership development in order to achieve outstanding results



Project Structure and Outline

The Program is delivered using a combination of instructor-led discussion, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **Change: What it is, Why we do it, and why post people don't like it**

- ✓ Fundamentals of change management
- ✓ Understanding the benefits and importance of change
- ✓ Explore the external and internal forces that drive change in an organization
- ✓ Leading and promoting successful change
- ✓ Why it's critical to adapt to and adopt implemented changes and why some people still resist it.

- **COACHING AND MENTORING: Their Place in Management**

- ✓ A Framework on Management Leadership
- ✓ Recognizing Individual Needs
- ✓ Distinguishing Between Coaching and Mentoring
- ✓ Mentoring in a Coaching World
- ✓ CASE ANALYSIS

- **THE LINK BETWEEN PERFORMANCE MANAGEMENT AND COACHING & MENTORING**

- ✓ Revisiting your Paradigm on Coaching and Mentoring
- ✓ Performance Management Cycle
 - Goal Setting
 - Coaching
 - Evaluation / Appraisal
- ✓ ACTIVITY

- **WHAT, WHY AND WHEN OF COACHING**

- ✓ What are the Tools of Coaching?
- ✓ When to Coach and When Not to Coach
- ✓ Revisiting Organization Goals and Current Capabilities

- **ESTABLISHING THE RIGHT CLIMATE**

- ✓ Ensuring Objectivity and Manageability
- ✓ Focusing on Your Coaches Best Interest
- ✓ Building Trust and Promoting Self Awareness

- **THE COACHING PROCESS**

- ✓ Obtain Agreement on Goals
- ✓ The SDOC Tools
 - Strength
 - Development Area
 - Opportunity
 - Challenge
- ✓ Create an Action Plan
- ✓ Coaching Proper
- ✓ Evaluate – Give and Receive Feedback
- ✓ Follow Through Session
- ✓ Developing People Skills
- ✓ Coaching Process
- ✓ The G-R-O-W Model

- **COMMUNICATION: An Indispensable Tool in Coaching and Mentoring**

- ✓ Communication Essentials in Coaching and Mentoring
- ✓ Tools of Communication
- ✓ Verbal and Non-Verbal communication
- ✓ Communication and Coaching Barriers

- **THE POWER OF FEEDBACK**

- ✓ Feedback is the Breakfast of Champions
- ✓ Sharing and Receiving Feedback
- ✓ AIA way

● **INTEGRATION AND SYNTHESIS**

- ✓ Strengthening Your Foundation in Coaching and Mentoring
- ✓ Putting It All Together
- ✓ Lessons to Live By
- ✓ Ensuring Effective Application
- ✓ ACTION PLAN

Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   



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Deliver Results - Create Value