

## **Coaching and Mentoring**

### **Program Content:**

#### **Introduction**

- What is Coaching and Mentoring?

#### **Part 1 - Coaching**

- Features of Coaching
- Benefits of Coaching

#### **Types of Coaching**

- Internal Vs. External Coaching
- Attributes of a Good Coach
- Who Needs Coaching?
- Coaching to Motivate

#### **Ways to Improve Your Coaching Skills**

- Listening Effectively
- Asking the Right Questions
- Becoming an Expert
- Elements of a Good Coaching Session

#### **Part 2 - Mentoring**

- Features of Mentoring
- Benefits of Mentoring

#### **Types of Mentoring**

- Who Mentors?

#### **Who Will Benefit from Mentoring?**

- Assessing if an Employee Needs a Mentor

#### **Ways to Improve Your Mentoring Skills**

- Understanding the Roles of a Mentor
- Stages of Mentoring
- Creating an Informal Mentoring Agreement

#### **Part 3 – Coaching Vs. Mentoring**

- Coaching Vs. Mentoring – When to Use Each Skill
- Barriers to Coaching and/or Mentoring
- Planning Time to Enhance Your Coaching/Mentoring Relationships
- Celebrating Success

#### **The Importance of Feedback as a Mentor/Coach**

- The Feedback Model

#### **Individual Goals and Action Planning**