



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Coaching And Mentoring

Learning Outcomes

This course will enable you to

- 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 recognise 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
- Recognise & 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

Course Outline

Defining Coaching and Mentoring

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

Setting Goals

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

Understanding the Reality

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

Developing Options

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



Wrapping it all Up

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

The Importance of Trust

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

Providing Feedback

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

Overcoming Roadblocks

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

Reaching the End

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

How Mentoring Differs from Coaching

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