Title: Coach and Mentor

This is an interactive workshop/seminar for those who are interested in developing people. Coaching and mentoring is a skill that combines both hard skills, like procedures, with the soft skills, like empathy. It is often therefore a difficult technique for people to apply, efficiently and effectively.

In days of continuous improvement in business there is a requirement for individuals to undertake continuous development as business improvements will only ever come after the effective learning of people. As learning and changing are mutually dependant, coaching and mentoring are therefore ideal ways to both support individual learning and also to realise potential and effect changes. Additionally, those people who are effective coaches and mentors will be effective leaders and managers who are able to get the best from their people.

The benefits of this workshop are:

- Understand better how people learn
- Design deliberate and practical learning support
- Enhance individual learning and therefore, better effect change
- Use "best in class" practices
- Understand how to practically support people development
- Be able to design a coaching/mentoring programme

Participants will:

- Decide whether they will be able to be an effective coach or mentor
- Identify the connections between learning and mentoring
- Be aware of differences in how people learn and therefore the different styles needed when mentoring
- Apply theoretical principles in a practical way
- Identify opportunities for using coaching or mentoring
- Develop learning and mentoring skills
- Understand and apply a structured but flexible process
- Evaluate the effectiveness of coaching and mentoring
- Appreciate problems that can occur and how they can be overcome

Delivery methodology:

- This programme uses a delivery style that is interactive with participation and discussion; it is not a "chalk and talk" course.
- Concentration will be on "what works", with "lessons from experience"; and the emphasis is firmly on, application in the work place.
- Participants will be required to individually share their learning experiences and will also work in learning action sets

During the workshop we will work on questions like:

- What are the characteristics of skilled learner's?
- What are the preferred learning styles?
- How does the WIIFM circle apply?
- What time is spent on preparation?
- What organisational climate needs to exist?
- What qualities do a coach and mentor need?
- How does each person get the best from each other?
- What are the best practice guidelines?
- How to structure sessions?
- Is there a code of practice?
- What can go wrong?
- How do we conduct the first meeting
- How to handle mid session reviews
- What is the transition that should be looked for?
- How do we know when "we there"?

Contents

Introductions

- Trainer and delegate introductions
- Establishing why we are here
- Want is wanted from the sessions
- How to get the best from the limited time we have

Exercise: Square Wheels

Session one: Coaching and mentoring: an overview

- Definition(s)
- Similarities and differences between coaching and mentoring
- Objectives of coaching/mentoring
- Benefits and opportunities for coaching/mentoring
- The varied uses in the work place
- Best practice in coaching/ mentoring

Exercises used are:

What is coaching/ mentoring?

Why do people want a coach/mentor?

What coaching/mentoring is not

Session two: Connections between learning and coaching/mentoring

- Why do people learn?
- Learning as a process
- The learning spiral
- How do people better learn?
- Methods of learning
- Supporting learning

Exercises used are: My preferred learning style

Session three: Selecting coaches/mentors

- Choosing coaches/mentors
- Making the selection

- Coach/Mentor characteristics
- Learner/Mentee characteristics
- Avoiding problems
- Linking to the companies learning strategy

Exercises used are:

Coach/Mentor qualities

Coach/Mentoring skills self assessment

Characteristics of a good coach/mentor

Session four: The mentoring life cycle

- The three main stages
- Learner/Mentee requirements in each stage
- How to recognise and handle the different stages
- Getting the best from the learners/ mentee's in each of the stages
- Recognising the gradual transition from dependence to autonomy
- Deciding "when to let go"

Exercises used are:

Coach/Mentor preparation

Learner/Mentee preparation

Coach/Mentor qualities

How to get the best from each other

Session five: Mentoring skills

- Assessing a mentors skills
- Developing the listening skills
- Using intervention skills
- Developing skills in giving and receiving feedback
- Using focusing skills

Exercises used are:

Mentoring skills self assessment

Giving feedback

"How do I come over?"

Session six: Coaching/Mentoring as a process

- The meeting and documentation involved
- Getting the right environments
- Having the right resources available
- Using the right individual values and beliefs about learning
- Using Templates, examples as follows:
    - Code of practice
    - Agreements
    - First meeting agenda
    - Mid session reviews
    - Handling Transition

Session seven: Ending and reviewing coaching/mentoring

- Being clear when coaching/mentoring ends
- Appreciating that learning never ends

- Evaluating coaching/mentoring

Exercise:

Establishing "Are we there yet"

Session eight: Action Planning

- What has been learnt?
- What can we use?
- How can we improve?
- What will we do differently?

The Trainer/Facilitator

Stuart Emmett is a freelance independent training consultant. He holds a Master of Science degree from Cranfield University UK and a BA (Hons) from the Open University in the UK. He is also a Chartered Fellow of various UK Institutes and additionally is a Chartered Member of the Chartered Institute of Personnel and Development and a Member of the Institute of Leadership and Management.

Stuart is also qualified as a Mentor, a Further Education Teacher and an NVQ Assessor/ Verifier and also is as an external examiner/verifier to various UK Universities / Institutes. He has trained/consulted in many industries too many nationalities and in many locations, including the UAE, Syria, Angola, Pakistan, Kazakhstan, Venezuela, Thailand, Hong Kong and Nigeria (where he lived/worked for over five years).

The following are some of the things he has been involved with:

- Of senior managers in a major PLC on "How to Mentor"
- Of board directors (names are confidential) on Self- Sufficiency Skills/Personal Development/Behaviour
- Of people commencing new business start ups (names are confidential)
- Of school head teachers in "Partners in Leadership" programme from the UK Government department, Business in the Community
- Of "high flying" managers (names are confidential) for the Chartered Institute of Logistics and Transport
- Entrepreneurs, (Business Link / QED programme in South Yorkshire) involving both, mentor and mentee training

Stuart has books published on Learning, Disciplines, Mentoring, and Stores & Distribution and also has published numerous articles on a range of Learning, Management and Supply Chain topics. Work is also progressing on a title covering Supply Chain Collaborative Relationships which is being jointly written with an academic colleague.

Many options are available in the delivery of this workshop…full details from:

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My purpose is to: Listen and then deliver solutions to problems.....Apply years of knowledge and experience practically.....Negotiate favourable solutions.....Deliver solutions for beneficial change.....Commit to make things work.....