

# Coaching & Mentoring



## Introduction:

Properly structured coaching and mentoring systems can present your organisation with the opportunity for analysis, reflection and action that ultimately leads to improved performance.

Using tutor inputs, drawing upon the experiences of delegates and by role play and real play, Fraser & Associates have developed this highly effective course for those organisations which have a desire to improve the performance of their workforce.

## Topic areas covered:

- Personal improvement techniques within an organizational context;
- Coaching in the context of other performance development techniques;
- VESOS – a model for effective input coaching;
- GROW – a process for effective output coaching using a range of questioning techniques;
- Diffusing and dealing with difficult situations;
- Giving feedback in a constructive and non-threatening manner;
- The background to mentoring and how it works;
- Who needs mentoring and who makes a good mentor;
- Responsibilities and the scope of the mentoring role;

## Intended for:

Managers and supervisors who are responsible for the performance of others

## Outcomes:

By the end of the programme delegates will be able to;

- Define a range of tools which will aid the development of others by enhancing performance
- Identify opportunities to conduct coaching sessions
- Use input and output coaching styles
- Define and differentiate coaching and mentoring
- Appreciate the role of mentor in formal and informal schemes

**Prior Knowledge:** No prior knowledge or training is required.

**Course Duration:** 1 Day (depending on requirements and numbers)

**Numbers:** Minimum by agreement with client  
Maximum 12

***Why not contact Fraser & Associates to discuss your Workforce Development needs?***