Provide Mentoring and Coaching Within the Workplace

This three-hour workshop will help you teach participants how to:
- Understand how coaching can be used to develop your team.
- Develop the coaching skills that help improve individual performance.
- Demonstrate the behaviours and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.

Introduction and Course Overview
You will spend the first part of the workshop getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

Defining Coaching
Participants will learn about the two main schools of thought on coaching.

The Coaching Model
When it comes to getting results as a coach, it helps to have a process, as long as we don't become a slave to that process.

The Five Critical Coaching Skills
Participants will be introduced to interpersonal communication skills, helping skills, mentoring skills, teaching skills, and challenging skills.

Interpersonal Communication Skills
This will delve deeper into this essential coaching skill.

Exercises: <u>Interpersonal Communication Skills</u> and <u>The Four Other Critical Coaching Skills</u>
Participants will break into small groups and discuss the merits of each skill.

Benefits/Consequences
This section outlines the matrix you can use to help outline the benefits and consequences of change.

Skills Involved in Coaching
Participants will match a skill word to its definition.

Coaching Problems
Participants will discuss what you can do in certain situations to make coaching more effective and understand when it is time to give up on coaching.

Workshop Wrap-Up
At the end of the workshop, participants will have an opportunity to ask questions, fill out a personal action plan, and complete a workshop evaluation.