



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Fax: 086 634 6330

Cell: 082 894 6643

Email: info@psttraining.co.za

Coaching & Mentoring

Overview

This course will focus on two topics: Coaching – to help bring out the potential of staff; and Mentoring to offer support, guidance and leadership to the employees who develop skills and facilitate growth in the company.

Objectives

- What is Coaching and how does it work
- How you can use Coaching in the workplace
- Use Mentoring to play an important role in the development of people
- Use Mentoring to improve today's workplace

Course Prerequisite

None

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

CEO's / Managing Directors / Supervisors & Team Leaders.

Course Outline

This course consists of the following 7 modules

Module 1	Understanding Coaching; Definition(s) of Coaching; Qualities of a good Coach; The Value of Coaching; Important Principles of Coaching
Module 2	Initiating Coaching; The Coaching Process; The GROW Model; Setting Goals; Understanding the Realities; Identifying Obstacles; Developing Options; Identifying Paths; Structuring a Plan
Module 3	Making Coaching Work; The Importance of Trust; Trust and Coaching; Eight Steps to Building Trust; Providing Feedback; Providing Constructive Criticism
Module 4	Overcoming Roadblocks; Common Obstacles; Focussing on Progress; Transitioning the Coachee; Refining Coaching
Module 5	What is Mentoring? How Mentoring differs from Coaching; Roles and Competencies of a Mentor; What should Mentors do?; Effective Mentoring Tools; Unhelpful Mentor Behaviours
Module 6	Learning & Mentoring Styles; Successful Mentoring Programs; Criteria for a Successful Mentoring Programs; Developing Mentoring Programs; Learning & Mentoring Styles; Using Appropriate Learning Styles; Mentoring Styles to Avoid
Module 7	Effective Mentoring Relationships; Communication & Confidentiality; Stages in a Mentoring Relationship; Choosing and Managing Mentees; Building Strong Mentoring Relationships; Successful Mentoring Relationships

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire