



COACHING & MENTORING (2 DAYS)

A Specialised Kwelanga Training Programme

INTRODUCTION

Organisational change management, employee motivation and development, and developing leadership and emotional intelligence competencies are crucial success factors for individuals and organisations in an aggressive 21 Century business environment. Coaching trends are not only challenging individuals to develop and manage themselves but are becoming an integral part of productive performance and accelerated learning. Coaching can help in career progression, strategic planning, skills development, employment equity and in building relationships and leadership potential. Many people at every level of the organisation can facilitate coaching processes and initiatives, producing a positive developmental culture within the organisation.

Providing mentoring is vital for junior management to have a role model who can guide their leadership and management development as well as imparting life skills.

This interactive and practical two day course will equip you with the skills to manage and develop coaching and mentoring skills for yourself and others in your organisation and will involve you from both the coach and coachee perspective.

REFERENCES

“It gave me a great understanding of the process of coaching. I feel that I can now begin coaching. Cannot wait!” ~ Greg Naicker (National Customer Care Manager, Mix Telematics)

“What an amazing course this has been. The facilitator was an absolute subject expert and facilitated the course beautifully. The insight and sharing of information was second to none. A very big thank you for the standard of service delivered.” ~ Jessica Naidoo (Learning & Development Coordinator, MiX Telematics)

“A great learning experience with a lot of skills acquired to use in my organisation.” ~ Ryno Taljaard (BI Specialist, Mix Telematics)

“I enjoyed the practical application and the way the facilitator unpacked the course content.” ~ Sipho Tulula (Site Design Engineer, Huawei Technologies)

“This course exceeded my expectations.” ~ Tebogo Phiri (Sales Manager, McCarthy VW)

WHAT THIS COURSE CAN DO FOR YOU...

- Understand and apply the principles of coaching and mentoring
- Develop and practice key coaching and mentoring skills
- Build positive relationships through coaching that support and empower individuals
- Set up coaching and mentoring programmes and plans to develop capability and motivation
- Conduct coaching sessions using well recognised coaching approaches and models
- Enhance your organisations effectiveness in focusing development on its key resource
- Enable internal coaching through change

TARGET AUDIENCE

Experienced office professionals, team leaders, and managers who are looking to coach and mentor others in the organisation or who wish to learn about the coaching and mentoring process for self-development and effective performance management.

COURSE CONTENT

Preparing to Coach and Mentor effectively

- What is Coaching?
- What is Mentoring?
- The case for internal coaching

Coaching and Mentoring skills and principles

- The International Coaching Federation Coaching competencies
- The 6 principles of coaching
- A Coach's/Mentor's profile
- Ethical issues and contracting
- Key Coaching and Mentoring Skills:
 - Self-awareness
 - Trust and rapport
 - The skilled language of coaching
 - Active listening
 - Ability to summarise

Developing the Coaching/Mentoring Relationship

- Adapting to different Social Styles
- Identifying values and drivers
- The Johari Window
- Working with the Life Balance Wheel
- Future focus: linking to action plans
- Accountability
- Setting boundaries and managing dependency

The Coaching and Mentoring Process

- Phases of the coaching relationship
- The coaching process
- Applying the GROW model towards an action plan and solving problems
- Monitoring the ongoing process
- Completing and concluding coaching programmes
- Applying knowledge and skills in a practical coaching session
- Mentoring Relationships:
 - Planning and delivery of this role
 - Preparing mentors and mentees for the relationship
 - Being aware of potential pitfalls

Practical Application

Activities, small group activities and larger group discussions will help to embed the knowledge and skills required to become a competent coach with the confidence to put it to the test! Working in triads of coach, coachee and observer, the delegate will have a chance to play each role. Hence practising the coaching skills of the GROW model, acting as coachee to understand and analyse the how and why of the model and as the observer, to constructively analyse and criticize colleagues' abilities and skills. Learning the 'Language of Coaching' is vital so the coach does not become directive and take on a teacher role.

Optional: Coaching through Change

This module may be included if it is an organisational objective of internal coaching. It must be noted that some content will then have to be omitted.

- The Kubler-Ross Curve applied to organisational change: Working through the stages of change – understanding characteristics and behaviours displayed
- The William Bridges Organisational Change Model: Working with the coachee through change
- Self-limiting beliefs
- Flawed thinking patterns that cause ineffective behaviour
- Discounting: making excuses – changing outlook
- Coaching and Diversity

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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