



Overview:

As a manager it is essential to improve employee performance on a continuous basis and the best way to do this is through coaching and mentoring. This training equips the manager with the necessary skills to be an effective coach and mentor.

Benefits for Participants:

- Understanding the difference between coaching and mentoring
- Learning how to coach and mentor
- Recognizing when to act as a coach and when to act as a mentor
- Learning ways to motivate employees
- Using the ways in which coaching and mentoring can help in their career growth
- Realizing their current skills as a coach and mentor

Training Topics:

The Coaching & Mentoring training program will cover the following topics:

- Coaching and its importance
- Difference between Coaching & Mentoring
- Phases of Coaching
 - Preparation
 - Negotiation
 - Enabling
 - Feedback
 - Dealing with Obstacles
 - Follow Up
- Motivation & Coaching
- Mentoring and its importance
- Phases of Mentoring
- The Role & Skills of a Mentor
- Self-assessment as a Mentor
- Organizational behavior for a Mentor
- Values of Coaching & Mentoring
- Delegation & Succession Planning in Mentoring



- Building a Mentoring Culture
 - Accountability
 - Alignment
 - Creating an environment of open and honest Communication
 - Value and visibility
 - Demand
 - Multiple mentoring opportunities
 - Education and training
 - Safety nets
- Learning from real life examples
 - Sport Coaches
 - Successful Mentors

Training Hours:

The duration of the training program will be 16 hours

Training Methodology:

Our training is carried out in a risk free environment which encourages trainees to practice the skills that are taught. We use a number of training methods including simulations, video recording with feedback and group exercises to enhance the learning process.

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers