



## Overview:

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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:

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- 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:

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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:

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The duration of the training program will be 16 hours

## Training Methodology:

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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:

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- 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