

# Phases of Coaching & Mentoring

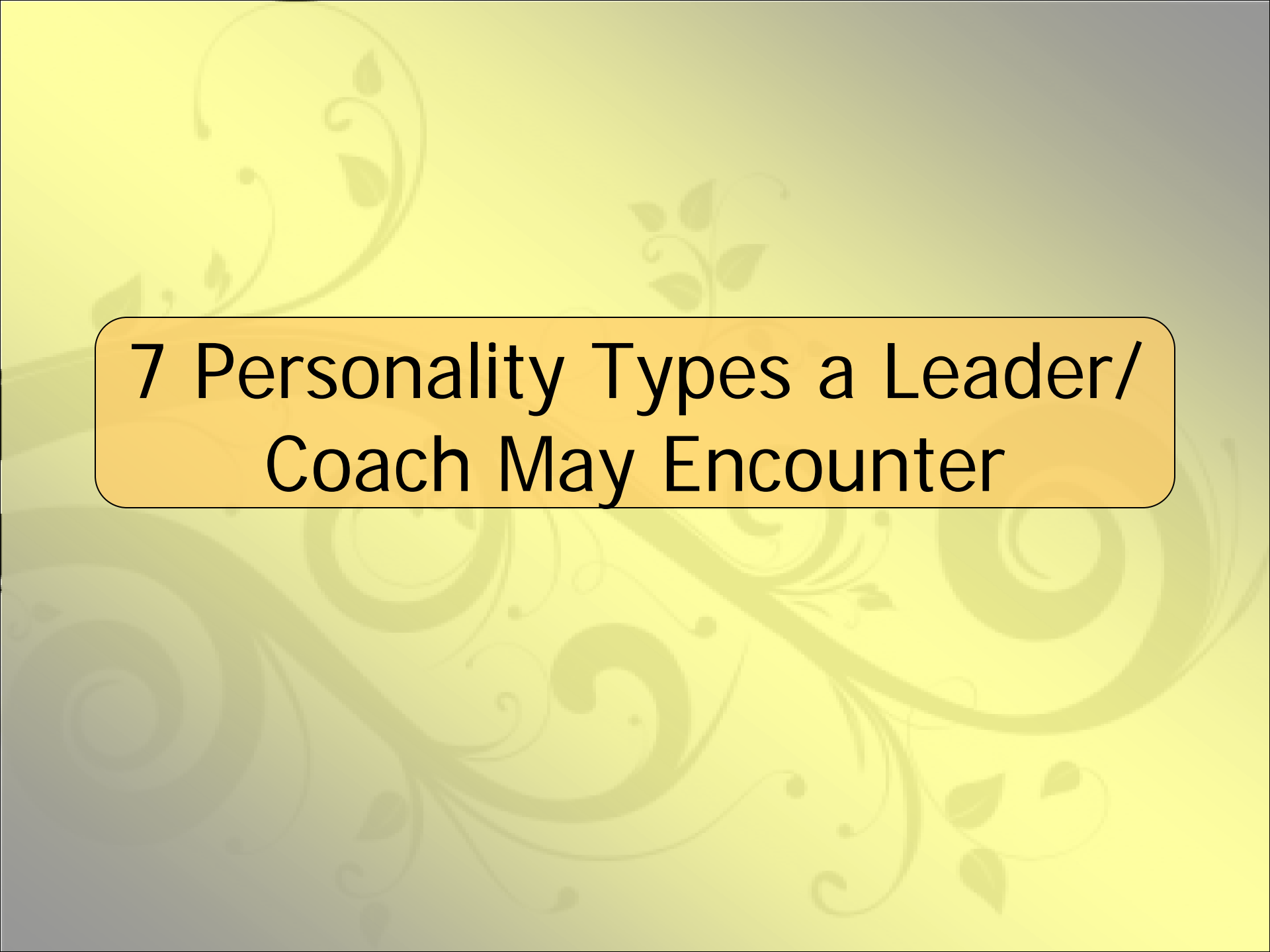
Formulating an Action Plan

# Create an Action Plan

- An action plan must include:
  - Define a statement of the current situation
  - Define specific goals
  - Set a timeline with milestones
  - Action steps supporting the plan
  - List out the expected outcomes
  - The coach's role is to periodically meet and provide coaching and critiques

# Role Play

- Helping a coachee come up with an action plan to deal with a challenging situation on the personal front that is affecting their productivity



# 7 Personality Types a Leader/ Coach May Encounter

# 7 Personality Types

1. The Bulldozer
2. The Dancing Peacock
3. The 'Passive – Aggressive'
4. The Whiner
5. The Cynic
6. The 'Yes Man/Woman'
7. The Mute Spectator



# Values of Mentoring and Coaching

# Value Based Coaching

- Good coaching, like good parenting, is a way of being as well as doing
- This way of being reflects our values that drive our behaviors

# Building a Mentoring Culture

- Accountability
  - Hold people accountable for their action plans
- Creating an environment of open and honest communication
  - Develop a bond with team members
  - Show them that you can be fair in your decision making
  - Encourage everyone to be open about their concerns and differences of opinion

# Building a Mentoring Culture

- The power of appreciation
  - Recognize team members whenever possible; even if it is a short e-mail or a couple of words of encouragement
- Demanding improvement
  - Always push the team and its members to perform to their highest potential
- Creating opportunities
  - Create opportunities for people to advance



# Contact Information

## MMM TRAINING SOLUTIONS

59/29, College Road,  
Nungambakkam, Chennai – 600006.

Landline: +91-44-42317735

Website: [www.mmmts.com](http://www.mmmts.com)

**Pramila Mathew** - CEO and Executive Coach

**Mobile:** +91-9840988449; **E-mail:** [pramila.mathew@mmmts.com](mailto:pramila.mathew@mmmts.com)

**Vikas Vinayachandran** – Manager & Training Consultant

**Mobile:** +91-9840932894; **E-mail:** [Vikas@mmmts.com](mailto:Vikas@mmmts.com)