

## Coaching and Mentoring Workshop

### Course Duration 1 Day

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

### Course Objectives

At the end of the course participants will be able to:

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching.

### Course Outline

#### Defining Coaching and Mentoring

What is Coaching?  
What is Mentoring?  
Introducing the G.R.O.W. Model

#### Setting Goals

Goals in the Context of GROW  
Identifying Appropriate Goal Areas  
Setting SMART Goals

#### Understanding the Realities

Getting a Picture of Where You Are  
Identifying Obstacles  
Exploring the Past

#### Developing Options

Identifying Paths

Choosing Your Financial Approach  
Structuring a Plan

#### Wrapping it All Up

Creating the Final Plan  
Identifying the First Step  
Getting Motivated

#### The Importance of Trust

What is Trust?  
Trust and Coaching  
Building Trust

#### Providing Feedback

The Feedback Sandwich  
Providing Constructive Criticism  
Encouraging Growth and Development

#### Overcoming Roadblocks

Common Obstacles  
Re-evaluating Goals  
Focusing on Progress

#### Reaching the End

How to Know When You've Achieved Success  
Transitioning the Coachee  
Wrapping it All Up

#### How Mentoring Differs from Coaching

The Basic Differences  
Blending the Two Models  
Adapting the Grow Model for Mentoring  
Focusing on the Relationship