

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