

This insightful workshop explores the core skills and attitudes needed by managers in providing support for growth and performance. It defines the requirements of a person-centred approach to building a *learning team*.

This is a hands-on course which uses role plays, case studies, discussion and interactive activities to practise all three core skills.

BENEFITS

After this two-day workshop you will be able to:

- coach colleagues with greater confidence and purpose
- use basic counselling techniques to help colleagues work through emotional-related problems that are affecting their work
- understand the role of a mentor, and develop your own potential for effective mentoring

LEARNING OBJECTIVES

You can expect to:

- broaden awareness of performance improving techniques
- practise the core skills of coaching and counselling, and get feedback on your own performance
- understand the role of a mentor and identify the skills and knowledge required

COURSE OUTLINE

Introduction

- Coaching, Counselling and Mentoring: similarities and differences

Definitions and learning

- Coaching
- Counselling
- Mentoring
- Selecting the right skill for the situation
- How we learn

Coaching

- Using a coaching model
- Understanding the pitfalls of coaching
- Developing probing questions
- Active listening
- Motivation and Barriers
- Giving positive and critical feedback

- Coaching in challenging situations

Counselling

- Finding the root cause of the problem
- Their problem, their solution?
- Information versus Advice
- Empathy
- Identifying the desired outcome

Mentoring

- Checklist for mentoring skills
- Mentoring tools
- Identifying steps for mentoring
- Mentoring Issues
- Mentoring contracts

Who the Course is for

This course is for managers, office managers, supervisors and team leaders.

To run this workshop at your premises: Rs 230,000 (up to 20 participants)*

*This price does not include the cost of transporting the trainer to and from your premises