

Developing Competence through Coaching and Mentoring

Course Director: Chris Cartwright, a Level 5 Coach from the UK with 24 years experience in training and development

Prospectus

This inspirational series of programmes are for HR professionals and those in the organisation who hold a level of responsibility for Long Term Continuous Professional Development (CPD) of employees. Using internationally recognised modern techniques the programme will focus on the process of **Coaching to develop skills** and the process of **Mentoring to facilitate long term development**. It is planned that the courses are run close together so participants gain from the intensive nature of the event.

Level 1	Introductory	2 consecutive days	Start of Feb 2009
Level 2	Intermediate	2 consecutive days	End of Feb 2009
Level 3	Advanced	2 consecutive days	Mid March 2009

Core Syllabus

Level 1 Introduction to Coaching and Mentoring.

The role of the coach
Coaching defined
Who can Coach?
The key roles to Coaching
Coaching continuum; *teacher-instructor-trainer-coach-facilitator-mentor*
How people learn: *Activist, Reflector, Theorist, Pragmatist*
Trainer centred Coaching vs. learner centred Coaching
Setting the environment - *Learning to learn and planning to learn*
VAK; *Visual, Audio, Kinaesthetic*
Being a Coach - checklist
The coach in action (One)
The coach as a role model
Training needs analysis
One to one vs. group coaching techniques, *advantages & disadvantages*
Introducing the Mentor
Who can Mentor?
Mentoring Defined
What makes a good Mentor?
The three types of Mentoring processes
What does a Mentor actually do?
Being a Mentor - checklist
Observation and analysis (One)
Tools for your toolbox (One)
Goal setting (One) *SMART and CRAMP Short medium and long term goals*
Action Plans and Action Planning



Level 2 Intermediate Coaching and Mentoring Skills.

Coaching Strategies:-
The inner game
Principals and concepts
Guided discovery
Learner self appraisal
Collaborative learning
Questioning
Shaping and chaining



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Copy me method
Direct instruction
Practice methods
Developing a Mentoring system in your organisation
Observation and analysis (Two)
Tools for your toolbox (Two)
Goal setting (Two)

Level 3 **Advanced Coaching and Mentoring Skills.**

The Coach in action (Two)
Video analysis
Giving and receiving feedback, *Johari Window*
The role of the Mentor and Mentoring techniques
One to one coaching skills and practice

The coach as a facilitator:-
Facilitation skills:- Leadership and Management.
 John Adair, Action Centred Leadership
 Tannenbaum Schmidt continuum – leadership styles
 Situational Leadership styles
 Communication and assertiveness
 Team working, Team membership, *Belbin Team Roles*

Course method and style

The courses will be practical, entertaining and interactive in style, using a wide variety of delivery techniques, as befits this type of course. Participants will be expected to participate in the games and tasks presented. Action plans will be set between courses and at the conclusion of course three, participants are expected to work on these action plans as a practical part of the course.

Outcomes

By the end of level 1 '**Introduction to Coaching and Mentoring**' participants will:-

- Understand the role of the Coach and Mentor and be able to show straight forward Coaching and Mentoring styles

By the end of level 2 '**Intermediate Coaching and Mentoring Skills**' participants will:-

- Will have developed a repertoire of skills and techniques for Coaching and Mentoring
- Have the skills needed to act as an assistant Coach
- Be able to act as a Mentor within their organisation

By the end of level 3 '**Advanced Coaching and Mentoring Skills**' participants will:-

- Be able to show an in depth understanding of the theory and practice of Coaching and Mentoring
- Be able to work within and outside their organisation as a Coach and Mentor
- Be able to develop an internal mentoring scheme within their organisation

Graduates achieving Level 3 status will receive certificates of achievement.