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Imsimbi Training proudly presents

Mentoring & Coaching – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and material covers unit standard 252035 at NQF level 5 worth 8 credits.

SERVICES SETA

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COURSE OBJECTIVES

The broad aim of this course is to introduce participants to key knowledge, attitudes and skills pertaining to mentoring and coaching in the business environment.

Upon completion of this course you will be able to define the key concepts associated with Mentoring and Coaching and you will be able to:

- ✓ Understand the basic processes behind mentoring and coaching
- ✓ Have the ability to introduce mentoring and coaching into the organization
- ✓ Understand the benefits of mentoring and coaching in the organization
- ✓ Identify opportunities for mentoring and coaching
- ✓ Understand the nature of the relationships that must be managed in any mentoring or coaching program
- ✓ Use the knowledge for the overall benefit of the organization

The main reasons why organizations need mentoring and coaching activities are as follows:

- ✓ To maximize knowledge transfer
- ✓ To increase the skill levels
- ✓ For succession planning
- ✓ Mentoring and Coaching provides a learning channel that effectively transfers knowledge within the organization
- ✓ Critical knowledge is maintained in the organization
- ✓ Contextual learning is evident
- ✓ The coaches and mentors can very effectively transfer core skills
- ✓ Customization of skills in relation to the core activities of the business is retained
- ✓ Cross training of staff can be achieved
- ✓ The ability for the organization to identify ‘fast track’ candidates and prepare them for new jobs is enhanced by mentoring and coaching
- ✓ Mentoring and Coaching can ensure continuity of performance when key staff leave the organization because core skills have been transferred

Benefits to the Coach / Mentor can be described as:

- ✓ Job Satisfaction
- ✓ Further development of own skill level
- ✓ Involvement in strategic activity

Benefits to the Employee can be characterized as:

- ✓ Increase in skill level
- ✓ Access to detailed knowledge
- ✓ Individual attention in terms of training and development
- ✓ Career path progression



Benefits to the Organization can be classed as:

- ✓ Retention of staff
- ✓ Increased skill and knowledge levels
- ✓ Succession planning
- ✓ Competitive advantage through better people
- ✓ Maximum utilization of human resources

COURSE OUTCOMES

Upon completing this course, participants should be able to:

- Clarify what is meant by mentoring and coaching
- Explain the relationship between mentoring and coaching
- Explain the importance of knowledge in mentoring
- Use questioning techniques to identify the needs of the learner
- Explore the values and attitudes necessary for coaching and mentoring
- Discuss the roles and responsibilities when coaching and mentoring
- List the benefits of coaching and mentoring for the organization
- Give honest feedback and encourage learners to develop a self-critical approach
- Explain how to set up, monitor and evaluate a mentorship programme
- Identify obstacles to, and challenges within, coaching and mentorship programmes
- Apply skills and techniques necessary for effective mentoring and coaching
- Develop a plan for individual coaching and mentoring within a team environment
- Prepare strategies around cross-cultural mentoring



COURSE CONTENT

MODULE 1: SELF AWARENESS

- ✓ Defining self awareness
- ✓ Holistic development model

MODULE 2: THE JOURNEY

- ✓ What is the difference between mentoring and coaching
- ✓ Definitions of mentoring
- ✓ Types of mentor / coach / trainee relationships
- ✓ Coaching: What is it?
- ✓ Coaching skills
- ✓ Situational leadership
- ✓ The individual work plan - contents
- ✓ The key performance indicators
- ✓ Summary of process of setting KPI's
- ✓ Stewardship delegation
- ✓ The case for delegation: Letting go of things others can do
- ✓ Barriers to delegation
- ✓ Delegation definitions
- ✓ When not to delegate
- ✓ When is coaching not the answer?



MODULE 3: THE CONVERSATION

- ✓ Preparing a coaching plan
- ✓ Questioning skills
- ✓ Probing
- ✓ Listening is a skill, an art and a discipline

MODULE 4: THE RELATIONSHIP

- ✓ Feedback skills
- ✓ Some criteria for useful feedback
- ✓ Receiving feedback
- ✓ Monitoring and recording the results
- ✓ The constitutional and legislative context of mentoring and coaching
- ✓ Roles and responsibilities of mentees
- ✓ Challenges posed by formal mentorship programmes

MODULE 5: ONGOING MENTORING

- ✓ Starting with yourself
- ✓ Personal attributes required of a mentor or coach
- ✓ The values and attitudes necessary for mentors and mentees
- ✓ The roles and responsibilities of mentors



- ✓ Seven types of mentor assistance
- ✓ Getting started - How to set up, monitor and evaluate a mentorship programme
- ✓ Mentoring skills and strategy - Cross-cultural and cross-gender mentoring
- ✓ Overcoming obstacles & challenges to mentorship programmes
- ✓ Overcoming obstacles to ensure successful mentoring
- ✓ The phases of the mentoring relationship
- ✓ Mentoring success & failure factors

