

## COACHING AND MENTORING MODULE

<b>Unit Standard</b>	<b>113909</b>
<b>NQF</b>	<b>1</b>
<b>Credits</b>	<b>2</b>
<b>Duration</b>	<b>1 day</b>
<b>Organisational Development Area</b>	<b>Managers, Supervisors and Team Leaders (Also suitable for staff in Management Development Process)</b>

### COURSE OUTLINE

- Introduction to coaching and mentoring;
- Mentoring and coaching skills;
- Mentoring coaching options;
- Identifying common pitfalls;
- Skilled framework for the mentor;
- Skilled framework for the coach;
- A process for mentoring and coaching;
- What exactly is mentoring?
- What is coaching then?
- The relation between coaching and mentoring;
- Myths about mentoring and coaching;
- Purpose of mentoring and coaching;
- Benefits of mentoring and coaching;
- Characteristics of executive coaches;
- Competency profile of a mentor or coach;
- Executive coaching;
- Co-active coaching;
- Professional mentoring;
- Reverse mentoring;
- Team coaching – Discussions and Work Related Examples:
  - Do managers avoid poor performance and work habit discussions because they are uncomfortable or incapable of conducting them;
  - Is unresolved performance and work habit issues impacting others' morale or productivity;
  - Encourage others to take charge of improving performance and altering work habits, develop an improvement plan, and measure their progress;
  - Prepare for and conduct successful improvement discussions;
  - Handle specific challenges that might occur during such discussions;
  - Foster morale and productivity by addressing performance and work habit issues in a firm, fair, and consistent manner.