

COACHING AND MENTORING

Unit Standard	113909
NQF	Level 5
Credits	3
Duration	2 Days
Organisational Development Area	All levels of Management and HR

SYNOPSIS

This course helps managers conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

This intervention is aimed at managers who wish to facilitate change and accelerate performance at an operational level as well as develop employees to higher positions. The reason that this has become an issue now is that most modern organisations, especially large ones, are collegial, federalist structures in which collaboration and not command is the key driver. Coaching is the easiest way to make collaboration happen because it focuses on finding solutions. While identifying problems can be complicated and difficult, success lies in solutions and hence any process which improves the ability to find solutions will deservedly attract attention.

A mentor, on the other hand, provides knowledge, skills, advice and direction to younger managers so that their progress can be "fast-tracked" in a managed and organised way. In order to work effectively mentorship must be supported by associated processes such as recruitment & selection, performance management, training & development and career management.

DO YOU FACE ANY OF THESE ISSUES?

- 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?

PERFORMANCE OBJECTIVES

Helps managers:

- 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.

COURSE OUTLINE

- Introduction to coaching and mentoring;
- Mentoring and coaching skills;
- Mentoring coaching options;
- Identifying common pitfalls;
- A process for mentoring and coaching;
- Useful tools.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to:

- Differentiate between mentoring and coaching;
- State the value of mentoring and coaching as a useful management tool;
- Identify a range of mentoring options;
- Describe a range of pitfalls that interfere with successful coaching and mentoring;
- Follow a process for effective coaching and mentoring;
- Apply useful coaching and mentoring tools.