

## **Programme Schedule**

### **Introductory Diploma in Coaching and Mentoring**

#### **Day 1**

##### **AM**

###### **Coaching and mentoring – an introduction:**

Understanding:

- what is meant by coaching and how it differs from mentoring
- the benefits of coaching and mentoring in your organisation
- the role of coaching and mentoring in learning
- guidelines and protocol in coaching and mentoring
- ingredients for successful relationships and how to build commitment
- the manager as a coach
- the link between coaching and business goals

#### **Day 1**

##### **PM**

###### **The coaching cycle:**

Understanding:

- the impact of communication and learning styles in coaching and mentoring
- how to establish a partnership for effective coaching and mentoring
- how to establish goals and agree action plans
- the coaching and mentoring cycle
- how to assess within the coaching and mentoring process
- how to construct an evaluation programme for coaching and mentoring

#### **Day 2**

##### **AM**

###### **Techniques and tools:**

Understanding:

- the importance of personalities in coaching and mentoring
- the importance of reflection and self-awareness in coaching and mentoring
- how to develop dialogue incorporating questioning and listening skills
- the role of problem solving techniques in coaching and mentoring
- tools for evaluating outcomes and how to turn these into performance indicators
- how to achieve behavioural change

## **Day 2**

### **PM**

#### **Organisational change and coaching and mentoring:**

Understanding:

- the organisational and resource implications of coaching and mentoring
- how resistance can be overcome
- how to establish a coaching or mentoring programme in your organisation
- the impact of establishing a coaching and mentoring culture

## **Day 3**

#### **Coaching and mentoring wider issues:**

Understanding:

- Ethics, values and belief systems in action
- how to coach temporary employees
- how to coach executives
- how to coach teams
- cross-cultural coaching
- how the manager can be an effective coach or mentor