

GLOBAL EXPERTS INSTITUTE FOR TRAINING.  
ISO 9001-2008 TRAINING PROVISION CERTIFIED

## Coaching and Mentoring in Leadership

### Schedule Dates:

<b>Start Date</b>	<b>End Date</b>	<b>Place</b>
28 Jan 2024	1 Feb 2024	London – Double Tree by Hilton Hotel

### Program Introduction:

Coaching and Mentoring Skills for Leaders: This is a highly interactive 1-day course for managers and supervisors who want to become better leaders by developing their coaching and mentoring skills. Developing coaching and mentoring skills is a 'must' to become a valued leader. One of the most important responsibilities of leadership is developing employees so they perform at higher levels. This challenges leaders to provide continual feedback and coaching to help employees understand how to meet and exceed important performance standards.

### Program Objective:

- ✓ Improved supervisory confidence in guiding and encouraging employees to achieve at higher levels
- ✓ Improved employee confidence to take on challenging work assignments;
- ✓ Fewer employee mistakes and problems stemming from poor learning and motivation
- ✓ Greater employee initiative to solve problems and develop their skills on their own
- ✓ An increased number of employees with increased abilities and desire to take on greater responsibilities
- ✓ Describe how continual coaching and feedback benefits the organization and its employees
- ✓ List the key principles of adult learning and demonstrate how they apply to giving feedback and coaching
- ✓ Apply the essential skills of coaching effectively
- ✓ Explain the mentoring process, how it benefits the organization and how it's provided to employees
- ✓ Engage employees and enable them to pursue their own process of growth and self-development

### Who should attend?

Supervisors and managers who want to gain the knowledge, skills and attitudes needed to be successful in coaching and mentoring their employees

## Program Outlines

### *Day One*

#### **Laying the Foundation for Giving Effective Feedback and Coaching**

- Why feedback and coaching matter to the organization, the supervisor and the employee
- Understanding the differences between tasks, standards, expectations and goals
- Using Bloom's Taxonomy of Learning and the ADD approach (Analyze, Design, Develop) to develop effective coaching strategies

### *Day Two*

- What adult learning principles are and why they are essential to use in feedback and coaching
- Four essential coaching skills: diagnostic listening, strategic questioning, wisdom sharing and giving effective feedback
- Identifying the most important traits needed to be an effective coach
- Understanding employee communication styles, learning styles and motivation

### *Day Three*

#### **Essential Skills of Feedback and Coaching**

- The essentials of verbal, voice and visual communication
- Giving reinforcing feedback using the BET (Behavior, Expectation, Thank you) approach
- Giving corrective feedback using the LB/NT (Like Best/Next Time) approach
- Using Monroe's Motivated Sequence to capture the employee's attention
- How to coach employees using a four-step approach
- How to use questions to facilitate learning rather than lecture and demonstration exclusively

### *Day Four*

- Using active listening effectively to adjust to employees' needs and concerns
- Techniques for reinforcing learning that provide greater retention of knowledge and skills
- How to hold employees accountable to meet performance standards in a positive way
- How to evaluate the effectiveness of your coaching in attaining improved performance

### *Day Five*

#### **Planning and Implementing Effective Mentoring**

- Understanding the differences between coaching and mentoring
- Defining the mentor's role and the mentee's role in the mentoring process
- Creating an Individual Development Plan and a Mentoring Agreement
- Describing the organization's vision, mission, values and culture to mentees in practical terms

- Guiding mentees to understand how to network and follow the unwritten rules of the organization
- How to provide helpful career advice without becoming a patron or “door opener”
- Essential goal setting methods for helping employees to keep developing their skills

### Training Methodology:

- Slide presentations
- Interactive discussion
- Simulations and Gamification
- Online Video material

### Cost Quotation in Kuwaiti Dinars

#### The total cost includes:

- Instructor(s) expenses
- Training materials
- Certification

**Total Cost: 1250 KD per Session**

( One Thousand Two Hundred Fifty Kuwaiti Dinar )