

OUTLINE

Coaching and Mentoring

Lesson 1

Course Overview

- Learning Objectives
- Personal Objectives

Lesson 2

Defining Coaching and Mentoring

- What Coaching and Mentoring mean
- The Coaching Formula
- The Coaching Key Skill Area

Lesson 3

Coaching Assessment Review

- Pre-Assessment
- What are the Growth Areas

Lesson 4

Interpersonal Communication Skills

- Different Kinds of Communications
- Questioning Techniques
- Probing Tools
- Listening Skills

Lesson 5

Critical Coaching Skills

- The Important of Coaching Skills
- Helping Skills
- Mentoring Skills
- Teaching Skills
- Challenging Skills

Lesson 6

Setting Goals with SPIRIT

- The SPIRIT Model
- Ways to help get on Track

Lesson 7

Learning Styles and Principles

- Three Different Learning Style
- Seven Principles for Adult Learning

Lesson 8

The Benefits/Consequences Matrix

- Environmentally Friendly Organization
- John Bicheno's 20 Keys To A Lean Organization

Lesson 9

Skills Involved in Coaching

- Mix and Match Exercise

Lesson 10

The Coaching Model

- The Four Steps Coaching Model

Lesson 11

Giving Effective Feedback

- The Six Elements of Effective Feedback

Lesson 12

Coaching Problems

- Case Study Examination
- Solution Offerings

Lesson 13

Workshop Wrap-Up

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation