

Derek Hendrikz Consulting Presents:

# Advanced Coaching and Mentoring

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
Total Credits:	5
SETQAA Accreditation:	Services SETA – Decision Number 2072

## About the workshop:

The programme will enable learners to develop other employees at the workplace in a way that contributes to the overall effectiveness of the organisation. It emphasises the importance of sharing as much knowledge and experience as possible for the long-term benefit of the industry.

## The workshop outcome:

On completion of this workshop the learner will be able to coach and mentor fellow workers effectively.

## SETQAA Accreditation:

For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	Unit Standard Number:	Credits:
Conduct on-the-job coaching.	7818	5

Learners will be assessed on the following specific outcomes:

1. Describe the basic principles of training. Explain the importance of questioning techniques and give examples of questions. Distinguish the concepts of coaching and training from each other. Describe alternative arrangements for coaching. Identify the need for coaching through discussions with the person to be coached. Arrange a specific time and place for the coaching session, and prepare for it. Communicate theory and knowledge associated with the coaching session. Complete the coaching session. Give honest feedback and encourage the learner to ask questions. Monitor the ongoing progress and give ongoing feedback in the workplace. Identify possible problems that may occur in relation to coaching. Develop a plan for individual coaching, taking the needs of the team into account. **Included:**

All programme materials and handouts and issuing of certificate on completion of programme. Permanent record will be kept of all results and assessments at the DHC office.

## Training methodology:

The programme is a highly interactive one, where participants use games, simulation exercises, and introspection to achieve the workshop objective. Each participant will receive a workbook and be assessed during the workshop. The workshop will have a post workshop assignment, which will be used for assessment purposes. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

**Programme:**

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Distinguish between coaching, mentoring, and training.	Identifying the need for coaching and mentoring.	Individual coaching and mentoring.
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Managers as coaches.	Questioning techniques.	Problems that may occur during coaching and mentoring.
12:30-13:30	<i>Lunch</i>		
13:30-15:00	The coaching process.	Giving feedback.	Alternative arrangements for coaching and mentoring.
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

**Who Should Attend?**

- Senior and middle managers.
- Trainers & Organisational Development Practitioners.
- EAP & Personnel Practitioners.
- Supervisors.
- Employees who have to mentor and coach other employees.
- Any person interested in the art and practice of mentoring and coaching.

**Day 1:**

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***Distinguish between coaching; mentoring and training***

- Understanding the different concepts.
- 'Here and now' skills transfer vs. long-term development.
- Counselling, consulting and other related concepts.

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***Managers as coaches***

- The link between management and coaching.
- Various coaching roles of the manager.
- Integrating the management process into the coaching process.

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***The coaching process***

- Establishing performance objectives.
- Providing direction and support.
- Coaching to achieve objectives.
- Monitoring performance and coaching.

**Day 2:**

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**Identify the need for coaching and mentoring**

- Identifying the performance gap.
- Establishing the need.
- Establishing coaching and mentoring objectives.
- Negotiating the coaching and mentoring contract.

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**Questioning techniques**

- Preparation for the interview.
- Question formulation.
- Irrelevant; relevant and comparison questions.
- Formative and summative evaluation.

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**Giving feedback**

- Critical feedback.
- Constructive feedback.
- Stages of response.
- Barriers to feedback.
- Importance of follow-up.

**Day 3:**

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**Individual coaching and mentoring**

- The coach/mentor – mentee relationship.
- Relationship building and implementation.
- Assessment.
- Separation.

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**Problems that may occur during coaching and mentoring**

- Mentor pitfalls.
- Mentee pitfalls.
- Relationship pitfalls.
- Solutions to mentoring problems.

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**Alternative arrangements for coaching and mentoring**

- Informal mentoring.
- Co-active coaching.
- Reverse mentoring.
- Multiple mentoring.
- Electronic-supported mentoring.

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**Beyond Comparison!**