



Derek Hendrikz Consulting Presents:

Introduction to Coaching and Mentoring

Duration:	2-days
Max. Participants:	20
Facilitators:	1
NQF Level:	4
Total Credits:	3
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The programme aims to equip the learner with the necessary knowledge and skill in the art of mentoring and coaching. It intends to promote a clear understanding of the characteristics of a good mentor and coach. The programme will enable the learner to apply mentoring and coaching skills and techniques in such a way that it will enhance a colleague's career path.

The workshop outcome:

On completion of the workshop the learner will be effective in coaching and mentoring a colleague.

SETQAA Accreditation:




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

Unit Standards:	Unit Standard Number:	Credits:
Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path.	114215.	3

To achieve credits the learner will be assessed on the following specific outcomes:

1. Explain the concept of mentoring.
2. Describe the characteristics of a good mentor.
3. Explain the importance of knowledge in mentoring.
4. Apply the skills and techniques required of a mentor.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Permanent record keeping of all results and assessments.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

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:
08:00-10:00	Orientation & introduction to coaching and mentoring.	Characteristics of a good mentor. Characteristics of a good coach.
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	The relation and difference between coaching and mentoring.	Skills and techniques required in coaching and mentoring.
12:30-13:30	<i>Lunch</i>	
13:30-15:00	The concept of mentoring. The concept of coaching.	Apply skills and techniques.
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Day Review

Who Should Attend?

- Senior and middle managers.
- Supervisors.
- Employees who have to mentor and coach other employees.
- Any person interested in the art and practice of mentoring and coaching.

Day 1:***Introduction to Coaching & Mentoring***

- Understanding the concepts.
- Myths about coaching and mentoring.
- Purpose of mentoring and coaching.
- Benefits of mentoring and coaching.

The relation and difference between coaching and mentoring

- Understanding the difference.
- 'Here and now' skills transfer vs. long-term development.
- Training, counselling, consulting and other related concepts.

The concepts of coaching and mentoring

- Mentoring as a reciprocal relationship.
- Coaching as a systematically planned guidance.
- The mentoring & coaching relationship.

Day 2:

Characteristics of a good mentor and coach

- Roles of mentors and mentees.
- Mentoring and coaching self-assessment.
- Types of mentees.
- The phases of the mentoring relationship.

Skills and techniques required in coaching and mentoring

- Competency profile of a mentor or coach.
- Knowledge, skills and values needed.
- Skills needed for different types of mentoring and coaching.

Applying skills and techniques

- During this last session a case-study role play combination will be used to demonstrate coaching and mentoring skills.
- Pitfalls and problems will be built into the scenario so that learners learn to deal with arising problems 'hands-on'.
- Learners will also have the opportunity to assess each others skills here.

Derek Hendrikz Consulting cc:

(1997/060793/23)

- Tel: 012 567 2824
- Fax: 012 543 3292
- E-mail: hello@derekhendrikz.com
- URL: www.derekhendrikz.co.za
- P. O. Box 14557, Sinoville, 0129, South Africa



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