



DEVELOPING LEADERSHIP CAPABILITIES THROUGH COACHING & MENTORING

ILM, UK

Introduction

The main aim of the coaching and mentoring program is to provide an additional level of developmental support for the leaders and employees beyond that is covered by the learning and development interventions at their respective departments. This workshop covers critical elements of coaching and mentoring designed to suit the needs of working environments and is mapped against ILM standards. Participants will get a thorough grounding in the principles, practice and experience of conducting coaching and mentoring for leaders and staff.

Learning Outcome

- Engage in coaching and mentoring conversations confidently with staff
- Discover coachee or mentee's motivation and purpose in joining the session
- Explain leadership style and self determination theory for coaching and development
- Applying coaching and mentoring models and skills to maximize the results
- Use of process, tools and techniques in coaching and mentoring situation

Designed for

- Head of departments
- Managers
- Team Leaders/Supervisors
- Trainers

Learning Approach

Interactive lecture led by subject matter experts from the field and supported by guest speakers from the industry. Thought-provoking case scenarios for coaching and mentoring opportunities. Challenges participants to think outside the box and share their views and justification with rest of the team.



Duration | 4 days



Time | 9.00am – 5.00pm



Facilitators | A. Subra Karen Ong
Prof. Junbo



Fee | RM4,000



Mode of Delivery | FacetoFace/RemoteOnlineLearning

This programme is ILM UK, certified.



Content

Topic 1:

Introduction to Coaching and Mentoring

- Coaching & Mentoring Defined
- Difference Between Mentoring, Coaching, Counselling
- Distinguish Fact from Opinion (Consider Biases)
- Withhold Judgment
- When is a Coaching/Mentoring Session Needed

Topic 2:

Psychosocial Needs

- Coaching & Mentoring: Challenges, Pitfalls, and Beneficial Outcomes
- How the Leader Meets Psychosocial Needs in Coaching & Mentoring
- Communication — the Critical Skill of Coaching/Mentoring
- Coaching & Mentoring Through the Teachable Moment and the Ladder of Inference

Topic 3:

Coaching and Mentoring Models & Skills

- GROW Model
- Questioning and Listening Skills
- Observation and Feedback Skills

Topic 4:

Structure and Process

- Coaching and Mentoring Structure
- Role of Coach or Mentor
- Stages of Coaching and Mentoring
- Tools & Template
- Challenges and Opportunities
- Reporting and Action Plan
- Closure

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