

LEADERSHIP & MANAGEMENT COURSES

SUPERVISOR AS COACH & MENTOR

Course overview

This training program will develop participants' skills, knowledge and competence to effectively apply a coaching and mentoring approach to working with staff to improve performance and achieve required results.

Who will benefit from this course?

Anyone working in the role of CEO, director, manager, project manager, team leadership or supervisor.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available **Australia-wide including remote & regional areas**

Discounts for NGOs

Course content

- Definitions of coaching and mentoring within a workplace environment.
- Understand the core competencies required of a supervisor or team leader to effectively coach and mentor staff.
- Identify, establish and maintain a framework for coaching and mentoring which is aligned with your work role boundaries and scope.
- Engage staff in a coaching relationship; including clarifying role scope, boundaries and expectations; ground rules for engaging, communicating and providing feedback.
- Apply coaching and mentoring with individuals to assess performance against job requirements, to identify performance gaps and to agree on an action plan for ongoing development.
- Apply coaching to implement the action plan and monitor and support ongoing learning and development.
- Appropriately give feedback on performance and positively influence attitudes and behaviours to support improvement.
- Apply a coaching approach to constructively manage underperformance, differing learning styles, resistance and defensiveness, and shifting blockages to learning and development.
- Identify the key attributes of successful 'resonant' coaches and mentors, such as self-management, self-awareness and relationship management.
- Apply coaching to improve motivation, communication, productivity and team dynamics.
- Receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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