Coaching and Mentoring Course Outline

Course Overview

Part of your responsibility as a manager is to boost employee performance—and what better way to do that than through coaching and mentoring? Developing your skills as a coach and mentor will help you solve existing performance problems and develop employee capabilities. This book will help you identify the individuals who could benefit from coaching and mentoring and know the steps to take to do it right. Topics include:

- Improving feedback skills
- Knowing when to coach and when not to
- Planning and setting up coaching sessions
- Distinguishing between coaching and mentoring

Course Details

<table>
<thead>
<tr>
<th>Class Duration</th>
<th>2 days (13 contact hours)</th>
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<tr>
<td>Course Materials Provided</td>
<td>Student manual and electronic files</td>
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<tr>
<td>Course Price</td>
<td>$995 per participant. Special group pricing available.</td>
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Prerequisites

A basic familiarity with subject matter helpful, but not required.

Instructors

We hand pick our instructors to ensure you receive a top-quality educational experience. Some of our instructors have over 20 years of experience in the field, as well as years of adult education experience. We require that our instructors have a minimum of 10 years of experience in the subject matter they deliver, as well as at least three years of adult education classroom experience. Your training class is only as good as your instructor.

Our founder, Brian Salk, PhD, PMP®, PMI-ACP®, personally hires and trains all of our instructors. Our instructors attend Dr. Brian’s intensive train-the-trainer session, designed to help instructors deliver effective, interactive, and informative training sessions that are tailored to the unique learning styles of adult students. Dr. Brian’s highly interactive teaching style is based on proven educational theory and over 25 years of practice. He has won the prestigious Worldwide Excellence in Training award four times.
Coaching and Mentoring Course Outline

Lesson 1: What Coaching Is All About – Its Place in Management
- Benefits
- Identifying Coaching Opportunities
- A Four-Step Process
- Summing Up

Lesson 2: Preparing to Coach – Keep Your Eyes, Ears, and Mind Open
- Begin with Observation
- Create and Test Your Hypothesis
- Listen Carefully
- Estimate the Probability of Improvement
- Ask the Employee to Prepare
- Summing Up

Lesson 3: Discussion – Where Minds Meet
- Discuss Your Observations
- Be an Active Listener
- Listen for the Emotions Behind the Words
- Move Discussion to Causes
- Summing Up

Lesson 4: Active Coaching and Follow-Up – Getting Down to Business
- Obtain Agreement on Goals
- Create an Action Plan
- Begin Coaching
- Give and Receive Feedback
- Adopt an Appropriate Approach
- Always Follow Up
- Summing Up

Lesson 5: Becoming a Better Coach – Beyond the Basics
- Conserve Time and Energy
- Create the Right Climate
- Avoid These Common Mistakes
- Understand the Challenge of Team Coaching
- Practice Makes Perfect
- Summing Up

Lesson 6: Executive Coaching – When Bosses Need Help
- Why Executive Coaching?
- Two Approaches to Executive Coaching
- What to Look for in an Executive Coach
- Summing Up

Lesson 7: Mentoring and Management – Developing Human Assets
- Mentoring Versus Coaching
- The Benefits and Costs of Mentoring
- Who Should Have a Mentor?
- Summing Up

Lesson 8: The Right Match – Advice for Matchmakers
- What Constitutes a Good Match?
- Bosses as Mentors: Pros and Cons
- The Matchmakers
- Recognizing a Good Match
- One Company’s Matchmaking Experiment
- Summing Up

Lesson 9: Being an Effective Mentor – And a Receptive Protégé
- Characteristics of Effective Mentors
- How to Mentor Well
- For Protégés: How to Make the Most of Mentoring
- Summing Up

Lesson 10: Women and Minorities – Special Mentoring Challenges
- Challenges for Female Employees
- A Different Fast Track for Minority Americans
- Summing Up

Lesson 11: Beyond Traditional Mentoring – Peers and Networks
- Mentoring Peer-to-Peer
- Network Mentoring
- Summing Up

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