

## Mentoring and Coaching for Organizational Excellence Workshop I

**Length:** 1 Day

**Summary:** In this workshop you will learn about mentoring and what it takes to be a mentor. By the end of this workshop you should have a much clearer idea of mentoring and more specifically, you will be able to:

- Describe what mentoring means to you
- Describe a model of mentoring
- Outline the benefits of mentoring
- Describe the roles and responsibilities of mentors and mentees
- Outline the critical skills required by mentors

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### COURSE CONTENT

#### 1: WHAT IS MENTORING & COACHING?

- Definitions with different perspectives
- Exercise: ID Critical facets of definitions
- Critical distinctions between Mentoring and Coaching
- To Mentor or Coach?
- What does a Mentor do?
- MENTOR – Acronym Introduction

#### 2: MENTORING MYTHS AND LEGENDS

- Pop Quiz with Smart Phones
- Exercise: “Best Practice” Article Review “*Demystifying Mentoring*” & “*Busting Mentoring Myths*”

#### 3: BEST PRACTICES IN INDIVIDUAL PLANNING FOR BEING MENTORED

- Individual Mentoring Process
- Tips for choosing Mentors
- Exercise: Mentoring Reflections

#### 4: WHY IS MENTORING & COACHING IMPORTANT?

- ROI for effective leadership (coaching mentoring)
- WIIFM for proactive Talent Management & Leadership Development (Mentoring & Coaching)
- Connection: employee development & retention
- Exercise: “What Keeps ‘Em”
- Individual Benefits of being a Mentor

#### 5: ROLES AND RESPONSIBILITIES

- A “Mentee” vs. a “Mentor”
- Model, Encourage, Nurture, Teach, Open Doors and Networks, Reality/Response
- Exercise: Clarifying Expectations

#### 6: CRITICAL SKILLS FOR MENTORS & COACHES

- Exercise: Mentoring Skills Self-assessment
- Exercise: “Best Practice” Article Review “*You Can’t be a Great Manager if you’re not a Good Coach*”
- Coaching Revisited: Inquiry & Advocacy Skills
- Building Skills for Effective Coaching
- Questions for selecting a coach
- Why you might not be a good coach?

**7: INTRODUCTION TO MENTORING & COACHING SKILLS**

- Rapport Building
- Engaged Listening
- Open Ended Inquiry
- Providing Effective Feedback

**8: WRAP UP & NEXT STEPS:**

- *Wrap up:* Share one Take-away, Skill(s) you will develop, Action you will take from this course?
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