

Coaching, Counseling & Mentoring

Length: 1/2 Day

Summary: This training explores the core skills and attitudes needed by managers in providing support for growth and performance.

COURSE CONTENT

COACHING, COUNSELING AND MENTORING

- Similarities and Differences
- Selecting the right skill for the situation
- How Coaching can support mentoring

COACHING

- Understanding the pitfalls and challenges of Coaching
- Developing probing and open-ended questions
- Active listening
- Motivation and Barriers
- Giving positive and critical feedback
- Coaching in challenging situations

COUNSELING

- Finding the root cause of the problem
- Their problem, their solution?
- Information versus Advice
- Empathy
- Identifying the desired outcome

MENTORING

- Mentoring tools