

Coaching & Mentoring: Building Effective Skills

Intended Audience	Mid-Level	Delivery Options	2-Day In-Person (Onsite or Seminar)
HR Competencies	<ul style="list-style-type: none">• Relationship Management• Communication• HR Expertise (HR Knowledge)	Recertification*	SHRM: 15 PDCs

Program Overview

Experience being a “coach” and “coachee” through practice, observation, and feedback. Develop and apply coaching techniques that effectively increase leader and organizational performance. Increase your self-awareness to better assist the individual you’re coaching.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Demonstrate coaching techniques
- Incorporate and make effective use of data and feedback through a variety of coaching techniques
- Establish an effective coaching plan and recognize the best practices in ethical coaching
- Align coaching and mentoring programs to business performance



*Visit shrm.org/seminars for the most up-to-date recertification credit details.

Program Modules

This program includes the following modules:

- Module 1: Introduction
- Module 2: Making a Business Case
 - The Importance of People Skills
 - Why Now?
 - The Impact of Coaching and Mentoring on the Business, HR, and Employees
- Module 3: Defining Coaching and Mentoring
 - What Coaching Is and Isn't
 - Coaching vs. Mentoring
 - Coaching Activity
 - How Coaching and Mentoring Affect Organizational Development
- Module 4: Establishing a Coaching Environment
 - Adapting to the Coachee's Needs
 - Ethical Issues in Coaching and Mentoring
 - Ethics: What Would You Do?
 - The Mindset of an Effective Coach
 - Building Trust and Rapport
 - TEA Principle
 - T-GROW Coaching Model
 - Coaching Activity: Building Trust
- Module 5: Listening Actively and Communicating Effectively
 - Interpreting Non-Verbal Behavior
 - Active and Empathetic Listening
 - Acknowledge and Validate
 - Coaching Activity: Back to Back
- Module 6: Asking Powerful Questions
 - Impact of Powerful Questions
 - The Linguistic Architecture of Powerful Questions
 - High-Level and Low-Level Questions
 - Open Ended and Closed Ended Questions
 - Aligning Questions
 - Coaching Activity: Powerful Questions
- Module 7: Creating a Corporate Mentoring Plan
 - Types of Mentoring
 - Mentoring Plan Checklist
 - The Program Manager and Executive Sponsor
 - Align with Business Goals
 - Create an Implementation Plan

- Module 8: Supporting Effective Planning and Goal Setting
 - Self-Regulation Model of Goal Setting
 - Rohnke's Comfort/Stretch/Panic Model
 - Practice Coaching: Goal Setting
 - Action Planning Chart
 - Overcoming Resistance: The Personal Mastery Model
 - Bold Requests
 - Moving to Action
- Module 9: Developing a Coaching Plan Proposal
 - Calculating ROI
 - Establish Expectations of the Program Rollout
 - Create Your Plan
 - Presenting Your Plan
- Module 10: Conclusion
 - Program Objectives
 - Takeaways
 - Program Follow-up
 - Resources