Coaching & Mentoring: Building Effective Skills

Intended Audience  Mid-Level
Delivery Options  2-Day In-Person (Onsite or Seminar)

HR Competencies
• 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

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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

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

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