

Mentoring & Coaching

OUTCOMES	The qualifying learner is capable of: <ul style="list-style-type: none"> Defining the concepts of Mentoring and Coaching Describe the roles and responsibilities and characteristics of Mentors and Coaches. Understand and describe the different Mentoring Models. Identify a Mentee’s training and development needs. Finalise an implement an individual development plan. Review and improve the mentoring / coaching model. 		
Who should attend?	Duration	NQF Alignment	
Managers, Supervisors and Human Resources personnel responsible for the selection and coaching of staff.	2 - 3 Days	SAQA Unit Standard Alignment: <ol style="list-style-type: none"> 114215 (3 Credits NQF Level 4) 117877 (4 Credits NQF Level 3) 	
TRAINING CONTENT	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>Mentoring - Module 1: Mentoring and Coaching defined</p> <ul style="list-style-type: none"> Conceptualization. Mentoring Activities. Roles and Responsibilities. Contractual Agreement. <p>Mentoring - Module 2: Mentoring Characteristics</p> <ul style="list-style-type: none"> Communication Mentoring Models. Mentee Characteristics. Matching Mentors and Mentees. <p>Mentoring - Module 3: Skills and Techniques</p> <ul style="list-style-type: none"> Interpersonal communication skills. Active Listening and Observation skills. Planning individual development. Giving Feedback. </div> <div style="width: 48%;"> <p>Coaching - Module 1: Prepare for Coaching</p> <ul style="list-style-type: none"> Create a standard of excellence. Draw up a training / coaching plan. Ensure a secure and appropriate training environment. <p>Coaching - Module 2: Conduct One-on-one Coaching</p> <ul style="list-style-type: none"> Implement the Situational Leadership and TASC Models. Check for understanding and implement corrective actions. Monitoring and reporting on learner performance. <p>Coaching - Module 3: Review and Improvement of the Coaching session.</p> <ul style="list-style-type: none"> The importance of review and continuous improvement. Review tools and checklists. </div> </div>		

