



Coaching Skills

Duration 3 Days

Introduction

This three-day course will provide you with the tools to understand the purpose and objectives in monitoring and coaching, as well as the most up-to-date methods and best practices in the industry. Through discussion, role playing, and case studies learn how to monitor and coach agents more effectively and with greater confidence and competency. Plus, discover ways to find more time to monitor and coach agents using creative practices that deliver results.

Who Should Attend

- Supervisors, team leads and coaches responsible for monitoring, coaching, and/or quality improvement.

Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play

Objectives

By the end of this course participants will be able to:

- ↳ Be an inspiring and competent mentor
- ↳ Understand the power of mentoring and the positive consequences for both mentors and mentees
- ↳ Develop mutually beneficial expectations and objectives
- ↳ Understand mentee needs and how to address them
- ↳ Determine responsibilities and guidelines for both parties
- ↳ Use effective communication and listening skills to gain rapport and model behaviors
- ↳ Hold productive discussions with mentees
- ↳ Avoid certain behaviors and situations

Course Outline:

- 1. Why Do We Need Coaching and Mentoring?**
- 2. Beneficiaries of Coaching and Mentoring?**
 - 2.1. The Coach/Mentor
 - 2.2. The Employee
 - 2.3. The Department
 - 2.4. The Organization
- 3. Coaching**
 - 3.1. Definition
 - 3.2. What is Coaching?
 - 3.3. Characteristics of an Effective Coach
 - 3.4. Attitudes For Effective Coaching
 - 3.5. Types of Coaching
 - 3.6. Coaching For Effective Actions



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- 4. Six Ways to Start Coaching**
- 5. Designing a Coaching Program**
 - 5.1. The Coaching Concept
- 6. Skills For Effective Coaching**
 - 6.1. Communication
 - 6.2. Providing Feedback
 - 6.3. Giving Instruction
- 7. Mentoring**
 - 7.1. Definition
 - 7.2. Differences between Coaching and Mentoring?
 - 7.3. Informal Mentoring
 - 7.4. Formal Mentoring
 - 7.5. Characteristics of Great Mentors
 - 7.6. Why Use Formal Mentoring
- 8. Piloting a Mentoring Program**
- 9. Five Mentoring Models**