

# MANAGEMENT DEVELOPMENT PROGRAMMES

## PEOPLE & TEAM MANAGEMENT

Course Title	: <b>COACHING &amp; MENTORING FOR MANAGERS</b>
Course Code	: P&TM: C&M4M
Course Overview	: This course challenges managers to take personal responsibility and become effective leaders by acquiring the skills to effectively and efficiently direct the performance of subordinates and to counsel them. The course will cover strategies of staff development for all types of performers i.e. new employees; sub-standard performers; etc. It will also include strategies for orientating new employees when they embark on new roles or jobs. Participants will learn the Coaching Cycle for motivating employees to perform beyond their current level. This course is also designed to assist executives or managers to look at mentoring at work.
Target Audience	: Ideal for executives and managers as the course is designed to assist them to acquire the skills to efficiently and effectively direct the performance of subordinates and to counsel them.
Selected Session Topics	: <ul style="list-style-type: none"> <li>- <b>Coaching: An Introduction</b> <ul style="list-style-type: none"> <li>• The dynamics of “Coaching”</li> <li>• Function and responsibilities of “Coaches”</li> </ul> </li> <li>- <b>Identifying the Coaching Needs</b> <ul style="list-style-type: none"> <li>• Coaching Needs Analysis (CAN)</li> <li>• Competency model &amp; behaviour learning Objectives</li> </ul> </li> <li>- <b>Managers as a Coach</b> <ul style="list-style-type: none"> <li>• The Coaching Cycle and coaching as a responsibility</li> <li>• Collaborative performance planning</li> </ul> </li> <li>- <b>Managers as a Mentor</b> <ul style="list-style-type: none"> <li>• What is mentoring – principles and roles</li> </ul> </li> </ul>
Key Take-Away	: <ul style="list-style-type: none"> <li>- Understand the responsibilities as Managers in coaching employees on the job.</li> <li>- Learn the Coaching Cycle and develop action plans to apply the coaching on job strategy at work.</li> <li>- Understand the relationship between discipline, grievances, complaints and morale.</li> </ul>

