



SPARTAN
Allied Services

Deliver Results - Create Value

COACHING AND MENTORING

Training Course Outline

Program Overview

It has long been established that one of the key drivers behind positive morale and organizational and personal growth is an effective coaching and mentoring framework. Studies have shown that consistent, meaningful, and regular coaching and mentoring sessions result in shorter learning curves, stronger KSA competencies, and higher talent retention across the organization.

SAS Management recognizes the need for effective coaching and mentoring activities across all levels for all organizations to optimize workforce productivity and raise the bar on employee performance. This training module seeks to build and develop the ability to deliver purposeful developmental and constructive feedback for maximum results, for the advancement of KSAs and achievement of individual and departmental goals.

Duration

Two (2) day training, preferably consecutive

Learning Objectives

At the end of this training course, participants will be able to understand:

- The impact of coaching and mentoring to the individual and organization
- The difference between coaching and mentoring
- Influence styles and principles and how to leverage each during feedback sessions
- The fundamentals of effective communication
- Coaching techniques, such as the GROIW Model and WIIFM
- How to set goals using the SMART approach
- Psychological tools to achieve coaching objectives
- Best practices in dealing with difficult employees
- Problem solving methodologies to identify and address performance barriers
- How coaching and mentoring align with performance and the company's strategic goals
- The purpose of utilizing Performance Improvement Plans and Performance Development Plans for coaching and mentoring, respectively
- How to effectively apply the methods and techniques in practice through workshops

Target Audience

This course is constructed for the benefit of Operational and Tactical leadership figures in the organization, tasked with the development of their direct reports and achievement of team and departmental goals

- Operational Leadership (Team Leaders, Supervisors)
- Tactical leadership (Assistant Managers, Managers, Senior Managers, Business Unit Heads)
- Project Leaders and Managers
- Senior staff and other employees, overseeing their junior colleagues

Program Structure and Outline

The module structure and outline are as follows:

DAY 1

- Introduction to Coaching and Mentoring
 - Impact of Coaching and Mentoring to the Individual and Organization
 - Differentiating between Coaching and Mentoring
- Influence Styles and Principles
 - The Four Influence Styles
 - The Six Influence Principles
- Fundamentals of Effective Communication
 - David Berlo's Basic Communication Model
 - Communication Types
 - Barriers to Effective Communication
 - The 5 C's of Communication
- Coaching Techniques
 - SMART Objectives
 - The GROW Coaching Model
 - Goal Setting Methods
- The Psychology of Coaching
 - WIIFM?
 - Maslow's Hierarchy of Human Needs
 - The Power of Positivity
 - Reading Body Language
 - Delivering the Tough Message
- Problem Solving
 - The Five Whys
- Coaching Difficult Employees
 - Categorizing Difficult Employees
 - Customizing Coaching Approaches

DAY 2

- Coaching and Mentoring in Performance Management
 - Enterprise Goals and Stakeholder Needs
 - The Path to Value
 - Strategic Goals
 - Key Results Areas (Critical Success Factors)
 - Key Performance Indicators
 - Coaching and Mentoring Tools
 - Performance Improvement Plan
 - Performance Development Plan
- Developmental Mentoring
 - Career Path Guidance
 - Competencies Development
- Workshops
 - Mentoring Workshop
 - Constructing Developmental Plan
 - Roleplay: Career Path Discussion
 - Roleplay: Confirmation of Employment (Regularization)

- Coaching Workshop
 - Constructing Performance Improvement Plan
 - Roleplay: Performance Discussion
 - Roleplay: Disciplinary Action (CoC violation)
 - Roleplay: Termination of Employment (Non-regularization)

WHY CHOOSE SAS MANAGEMENT?

WE DELIVER RESULTS

SAS Management, Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only AXELOS Consulting Partner in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above-average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

WE CREATE VALUE

SAS Management, Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting, but rather ensuring that these are the things that our clients really need. This is why SAS Management, Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

PARTNERS & AFFILIATES

