

Coaching and Mentoring for Improved Performance

Learn how to:

- Effectively assign and guide progress on work
- Assess and improve the current performance of others
- Apply techniques for evaluating impact, including your own
- Provide focused feedback to sustain or improve future performance
- Handle difficult performance issues
- Use essential skills for getting better results in coaching situations
- Apply a structured coaching and mentoring model to guide you through the coaching process

ACE CREDIT recommendation:

Undergraduate: 2 credit hours

PDU: 22.5 **CEUs:** 2.2 **CPE credits:** 27



Public and on-site delivery
available under GS-02F-0058P.

Do you find yourself with too little time—and with too few capable resources—to do the work that needs to be done? Are resource or performance issues creating roadblocks to your or others' success? Imagine if you could apply proven techniques to assign work successfully—with or without formal authority—and achieve the results you want with colleagues in the office, or around the world.

This course teaches you how to apply a powerful behavioral model to improve the quality, efficiency and effectiveness of your coaching and mentoring with lasting results. Through practical exercises, group discussion and case studies, you will acquire the skills and tools you need to determine what work can be allocated and to whom based on current performance levels. You'll also learn how to assign that work with improved clarity and efficiency, establishing a strong foundation for success.

As a participant, you will gain techniques for assigning work with the appropriate level of detail and guiding others' progress on the work assigned with suitable style and frequency. You'll also learn how to evaluate results of the finished work and to provide focused feedback that helps improve or sustain performance in the future.

During class, you'll assess your own coaching style and learn how to leverage that style. You will learn how to more effectively handle the increasing challenges faced by coaches and managers in all types of organizations. You'll uncover the differences and similarities between coaching and mentoring, and begin to apply your newfound skills to realize the personal and organizational benefits of both. You will also have opportunities to assess and discuss your own real-life coaching issues in a practical, highly engaging and thought-provoking environment. You will leave this course with a structured approach for improving the performance of others and a cache of techniques that will make you a more effective coach and mentor.

Course Topics

- 1. Why Coach?**
 - a. Benefits of coaching
 - b. Impact of coaching
 - c. ESI Mindset Model
 - d. Coaching Statement of Purpose
 - e. Similarities and differences between coaching and mentoring
- 2. Coaching and Mentoring Model**
 - a. Determining the appropriate style
 - b. Coaching styles
 - Direct
 - Advise
 - Entrust
 - c. Coaching actions
 - Define and Assign
 - Guide
 - Evaluate
- 3. Preparing to Coach**
 - a. Assessing personal coaching style
 - b. Assessing learning styles
 - c. Asking effective questions
 - d. Setting expectations
 - e. Creating a plan
- 4. Coaching**
 - a. Aligning coaching style with performance level
 - b. Defining and assigning tasks
 - c. Guiding performance
- 5. Evaluating Results**
 - a. Evaluating performance
 - b. Assessing coaching's impact on results
 - c. Handling performance problems
 - d. Providing effective feedback