

# Supervisors And Managers

## Coaching And Mentoring Course Outline:

### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module Two: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

### Module Three: Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

### Module Four: Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

### Module Five: Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

### Module Six: Wrapping it All Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

### Module Seven: The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

### Module Eight: Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

### Module Nine: Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

### Module Ten: Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

### Module Eleven: How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship



## Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations