



## Coaching & Mentoring C-Level

### Overview

Elevate Coaching & Mentoring C-Level training will provide participants with the information to become more decisive, capitalize on their team building skills, and to be a mentor to their teams.

### Learning Objectives

- Develop strategic capabilities for developing talent in your team and coaching underperformers to success
- Utilize strategies to assess your team
- Identify and apply various levels of interventions
- Conducting effective mentoring/coaching sessions
- Discuss techniques for giving and receiving feedback
- Developing your own professional development plan

### Course Agenda

#### Module 1: Foundation Building

- Activity: Finding the Milestones in Your Career
- Discuss the differences between developmental mentoring and sponsorship mentoring
- Discuss the importance of having a mentor
- Activity: *Lesson's Learned from My Mentor*
- Self-Assessment: Are you ready to be a mentor?

#### Module 2: Become an Effective Coach or Mentor

- Discuss the difference between a coach and a mentor
- Unpack and exercise essential skills for mentoring
  - Asking the right questions
  - Active listening
  - Providing feedback
  - Building confidence in others
- Analyze team with a *Performance/Potential Matrix* to determine a person that may be a good candidate for mentoring or coaching

#### Module 3: Utilizing Heron's Six Categories of Intervention

- Overview of Heron's Six Categories of Intervention
  - Prescriptive

- Informative
- Confronting
- Cathartic
- Catalytic
- Supportive
- Applying the six categories to more effectively help others

#### Module 4: The Mentoring Process

- Overview of the mentoring process
- Preparing to discuss mentoring with a potential candidate
- Utilizing the GROW model for effective mentoring sessions
- Transitioning associates out of the mentoring process

#### Module 5: Action Plans and Managing Goals

- Identify and document useful components of a mentoring plan
- Design a mentoring plan
- Important elements to include when creating mentoring agreement

#### Module 6: Spotlight on Coaching

- Increase Employee Success Through Coaching
  - Accountability, taking responsibility for your actions
  - Using the Pareto principle to encourage employees to move beyond the norm
  - Conducting a coaching session with an employee
  - Building confidence through empowerment
- Administering Constructive Negative Feedback
  - Identifying possible causes for performance gap
  - Articulating the problem behavior
  - Utilizing a four step strategy for addressing difficulties
  - Tactics for overcoming negative attitudes

#### Module 7: Advancing Your Career

- Hidden treasures: Personal SWOT Activity
- Obtaining and processing feedback
- Creating a professional development plan
- Strategies for finding a mentor
- Reverse mentoring