

# Coaching and Mentoring

## OLC Course Recommendations

### Competency Definition

Provides clear, behaviorally specific performance feedback; makes suggestions for improvement in a manner that builds confidence and preserves self-esteem; works with individuals to develop improvement plans and achieve performance goals.

### OLC Component Titles

#### Achieving Success: the Help of a Mentor

##### COURSE TSA-MGMT-ACHSUCMENTOR-SKSFT

**Description:** Perhaps you want to ask an expert in your field or organization to mentor you. Maybe a manager has offered to guide you up the organization ladder. Or perhaps you're participating in an organization wide mentoring program. Whatever the case, you'll want to make the most of having a mentor in your corner. In "Achieving Success with the Help of a Mentor," you'll learn how a mentor can help you guide your own career. You'll explore how to build a relationship with your mentor, from setting initial expectations to using effective communication skills. You'll discover what mentors expect of you and how to fulfill those expectations with a positive attitude, positive work habits, and ethical behavior. Finally, you'll learn how to manage your relationship with your mentor to a successful conclusion.

**Duration=3.5**

#### Business Coaching

##### COURSE TSA-MGMT-BUSINESSCOACH-SKSFT

**Description:** Coaching is a vital component of any business that aims to be a winner in the new economy. However, unless coaches are clear in their own minds exactly what their function is, and why they are performing a coaching role, they may do more harm than good. Therefore, it is important to understand how coaching originated as a business tool, and the ways it impacted traditional managerial attitudes and behavior. This course ensures that those responsible for coaching will know what their roles are, and thus be better placed to unlock the potential of individuals and teams, to maximize performance and effectiveness, and enhance personal satisfaction in their own work.

**Duration=2.5**

#### Emotions, Mindsets and Coaching

##### COURSE TSA-MGMT-EMOMINDSETCOACH-SKSFT

**Description:** What makes coachees receptive to your advice? What makes them willing to listen? Much of your success depends on the mindset, moods, and emotions of the people you coach. If they are feeling negative about the coaching experience or overcome with anxiety about poor workplace performance, they are unlikely to be receptive--no matter how valuable your insight may be. Getting in tune with your coachee's emotions is something that will take time. But you need to reinvigorate and reinstate them if you want to get results from your coaching session. Your coachees' feelings may be dependent on their personality or emotions about the current situation they face. Are they feeling nervous, poorly motivated, or out of control? You need to read the signals correctly and respond accordingly to improve their mental states. Of course, your own frame of mind also has an impact on the effectiveness of your coaching sessions. If you feel out of your depth or challenged by the content of the session, it's likely to affect your performance too. Recognizing your mindset and mood and the mindset and mood of your coachees is vital. It is only by doing this that you and your coachees will enjoy positive and successful coaching relationships. **Duration=2.5**

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### Implementing a Mentoring Program for the Organization

#### **COURSE TSA-MGMT-MENTORPROGORG-SKSFT**

Description: Would a mentoring program give your employees the extra edge they need to succeed? In this course, you'll learn about the purposes, advantages, and procedures involved in developing a mentoring program. You'll examine the program coordinator's role and the guidelines that should be in place before the program begins. You'll learn about selecting and matching mentors and proteges and motivating their progress. Finally, you'll explore how to evaluate the program's effectiveness so it can be fine-tuned for even greater success. **Duration=2.5**

### Mentoring as a Manager

#### **COURSE TSA-MGMT-MENTORMANAGER-SKSFT**

Description: Looking for ways to enhance your managing skills? In this course, you'll acquire expertise as a mentor that will benefit your employees, your organization, and your own career. You'll examine how mentoring differs from managing, and you'll brush up on essential communication skills. Finally, you'll learn to use mentoring to improve on team organization, dynamics, and performance. **Duration=2.0**

### Mentoring Effectively

#### **COURSE TSA-MGMT-MENTOREFFECT-SKSFT**

Description: Perhaps your organization has asked you to help induct a new employee. Maybe a junior colleague has approached you for guidance. Or perhaps you want to "fast track" a rising star into a particular leadership position. Whatever the case, before you sign on as a mentor you'll want to learn all you can about the process, from how mentoring benefits you and your career to how you can best assist your protege. "Mentoring Effectively" will help you get started on the right foot by establishing clear and realistic expectations. You'll learn how to step into various mentoring roles, providing training, guidance on professional development, advocacy, and emotional support. You'll brush up on essential communication skills. And you'll learn how to manage the mentoring relationship, from solving potential challenges to guiding the relationship through a positive conclusion. **Duration=2.0**

### Mentoring On-line

#### **COURSE TSA-MGMT-MENTORONLINE-SKSFT**

Description: Rapid changes in the way organizations look and do business have generated a new business tool: e-Mentoring. Here's an opportunity to examine the challenges and advantages of e-Mentoring and explore how to adapt communication skills to electronic media. Learn how to grow and manage e-Mentoring relationships by effectively selecting and matching e-Mentors and proteges, developing trust, using technology effectively, setting expectations, providing feedback, and addressing traditional mentoring challenges within an electronic environment. **Duration=2.0**

### Mentoring Strategies for the 21<sup>st</sup> Century

#### **COURSE TSA-MGMT-MENTORSTRATEGY-SKSFT**

Description: Current business trends--including acquisitions and reorganizations, emerging technology needs, and a changing work force--are all creating unique mentoring needs. This course addresses how mentoring strategies can benefit your organization in the current business climate. It explores the ways that mentoring can capitalize on gender, age, and cultural issues. Finally, it provides instruction on assessing mentoring needs within your organization. **Duration=2.5**

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### Successfully Coaching Relationships

#### **COURSE TSA-MGMT-SUCCSCOACH- SKSFT**

Description: Coaching is a set of practical skills and a style of relating that develop the potential of both the individual being coached and the coach. For this development to take place, there must be a working relationship between a coach and a willing coachee, a relationship based on mutual trust, respect, commitment and confidentiality. Within this collaborative framework, the coach uses a repertoire of styles to suit both the situation and the personality of the coachee. This course shows learners what fosters a productive coaching relationship and what prevents such relationships. The course analyzes the role of the coach and examines learning styles to see how adults approach learning tasks in different ways.

**Duration=7.5**

### The Coaching Skillset

#### **COURSE TSA-MGMT-COACHSKILLS-SKSFT**

Description: At its simplest, a coaching session is a conversation, a dialog between coach and coachees, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coaches needs to be aware of, alert to what both -sides- of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachees' situation; only by establishing the present position of the coachees are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. **Duration=5.5**

### The Key Stages of Coaching

#### **COURSE TSA-MGMT-STAGECOACH-SKSFT**

Description: Coaching has many uses in organizations, and the sequence of coaching activities is similar in all of them. This course will involve learners in the continuous process of discovery, goal setting, action planning, and follow-up that distinguishes coaching from other development methods. **Duration=6.0**

### Trends in Coaching

#### **COURSE TSA-MGMT-TRENDSKOACHING-SKSFT**

Description: When is a good time to coach? And what is the business case for coaching? Is coaching just another popular fad, or can organizations really benefit from it? Every coach should be aware of the strategic uses of coaching: the organizational benefits that are offered, how coaching can be used to help coachees deal with positive and negative change, and ways of coaching innovators and mavericks. What factors are important when coaching teams? It's true that many of the techniques that you use for individual coaching will be the same. But when coaching teams, you'll need to run an initial meeting, set boundaries, and deal with team tension. In order for coaching to improve the bottom line for your organization, you must display an ongoing commitment to coaching. Coaching works in all directions--consider upward and peer-to-peer coaching--which is one of the reasons it is so powerful. Total confidentiality and life coaching can also help to foster a long-term coaching strategy that leads to ultimate business success. **Duration=2.5**