

# Coaching And Mentoring



## AIM

To be able to employ effective teaching, mentoring, coaching and reflective techniques in your role as a mentor

## DURATION

Half Day Course (3 Hours)

## LEARNING OUTCOMES

By the end of this course, you will:

- Be able to describe the roles and responsibilities of mentors
- Identify the qualities of an effective mentor, and be able to implement them into your mentorship
- Recognise and demonstrate the importance of good communication
- Identify barriers to good communication and describe possible solutions
- Implement different mentorship models in your practice
- Use reflection in your practice
- Explain the importance of and be able to give constructive feedback
- Describe different feedback models
- Identify and use ways to reduce conflict

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## LESSONS AND TOPICS

### Coaching and Mentoring

- What is Coaching and Mentoring?
- Standards of Proficiency
- What are the Qualities of a Coach or Mentor?
- The Benefits of Good Coaches and Mentors
- The Role and Responsibilities of a Coach or Mentor

### Communication

- Importance of Communication
- Barriers to Communication
- Types of Communication
- What the Environment Communicates
- Listening Skills

### Models of Coaching and Mentoring

- Pushing and Pulling
- Models of Mentorship
- GROW
- Coaching and Mentoring – What's the Difference?
- Teaching a Practical Skill

### Reflective Practice

- Benefits of Reflective Practice
- Gibb's Reflective Cycle

### Feedback

- The Importance of Feedback
- Types of Feedback
- Barriers to Feedback
- Feedback Models
- Feedback Tips

### Conflict Resolution

- What is Conflict?
- Your Behaviour in Conflict
- Reducing Conflict
- Preventing Future Conflict