

# Coaching, Counseling and Mentoring

Being a manager or supervisor is much more complicated than most people expect. It is necessary to be sensitive to employees needs for growth and development; and you have to be a cheerleader, a shoulder to lean on, a disciplinarian and to play many other roles you didn't think came with the job. To coach effectively one must understand current business needs, strategically think through solutions and change systems to support the new behaviors that are desired. Additionally, employees want to be effective, competent and productive; and they want to grow and advance. The purpose of coaching, counseling and mentoring is to provide the manager with the necessary skills to help employees maximize their contribution at work.

## Benefits

Upon completion of this program, participants will be able to

- Develop and mentor employees
- Set the stage to discuss employee's growth and development
- Recognize the differences between coaching, counseling, disciplining, leading, mentoring and managing and know when to use each
- Guide employees through ongoing coaching sessions and provide effective feedback
- Use skills to correct inappropriate behavior
- Explore options to provide a highly positive and proactive work environment that enhances employee performance

## Topics

### MANAGERIAL ROLES

- Leading and Managing
- Coaching, Counseling, Mentoring
- Correcting Performance

### DYNAMICS OF HUMAN NATURE

- Personality and social types
- Employees' workplace needs
- Four stages of employee development

### COACHING AND MENTORING SKILLS

- Characteristics of coaches and mentors
- Elements of coaching and mentoring
- Tools for effective coaching

### COUNSELING/CORRECTING SKILLS

- Characteristics of good counselors
- Tools for effective counseling

### LISTENING AND GIVING FEEDBACK SKILLS

- Attending, following, reflecting
- Questioning
- Feedback guidelines

## Formats

Formats include two-day, one-day and half-day sessions. All formats provide participants with the tools for developing coaching, counseling and mentoring skills and understanding the appropriate situations for each. The two and one-day formats allow time for experiential exercises and skill set practices.

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