

# MENTORING AND COACHING INTELLIGENCE



## COURSE OVERVIEW

Mentoring and coaching are two personal development methods that nurture a person's own abilities in order to improve behaviour and performance. They are processes that enable both individual and organisation to achieve their full potential. Mentoring and coaching are popular capacity-building tools, especially in the area of leadership development. They are often mentioned in proposals and reviews as key elements of good capacity-building practice. Yet despite their current status, many are unclear what mentoring and coaching really involves and where and when they work. Mentoring is a critical component in transferring knowledge between individuals and within organisations as well as developing relationships within a supportive organisational culture. At the core of mentoring is the ability to create awareness and understanding of others. Coaching draws out the skills, resources and creativity that already exist within you to overcome your most difficult professional challenges.

## COURSE OBJECTIVES

- Learn to practise powerful skills that can be immediately applied in the workplace.
- Explore specific applications that releases and develops hidden skills in the team.
- Improve relationships and communication within teams
- Understand the fundamentals and dimensions of mentoring and coaching.
- Increase awareness of personal responsibilities through effective questions.
- Design effective mentoring and coaching framework.
- Gain clarity on starting point, objectives and goals.
- Learn how to establish rapport for effective mentoring and coaching.
- Active listening skills, asking questions and providing effective feedback.
- Identify and eliminate limiting beliefs that prevent performance improvement.
- Assist mentors and coaches to break out from fear or failure.

## TARGET AUDIENCE

Supervisors / Managers / Heads  
of Department.

## COURSE OUTLINE

- Module 1: Skills for Effective Leaders
- Module 2: Fundamentals of Mentoring
- Module 3: Fundamentals of Coaching
- Module 4: Communication Techniques
- Module 5: Coaching to Peak Performance
- Module 6: Coaching Underachievers
- Module 7: Mentoring Team Members
- Module 8: Creating a Stronger and More Effective Team

## COMFORI SDN BHD

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