



Coaching and Mentoring Team Members

Duration: 0.5 Days **Course Code: GK2984** **Delivery Method: Virtual Learning**

Overview:

Coaching and mentoring can help your team members improve on-the-job performance and develop into your organization's leaders of tomorrow. Coaching can also help bring underperformers' work up to standard. This short course will explain the difference between coaching and mentoring and outline the basics of both. You'll learn about what makes a great coach, how to structure a coaching session, and the keys to formal mentoring in the workplace.

This virtual short course, specifically designed to give you a quick convenient way to renew and refresh your project management skills, maintain your Project Management Professional (PMP)® certification, and earn PDUs on your own time, at your own pace. Virtual short courses do not include materials or headsets.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

PMP-certified project managers, IT project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, program managers, project sponsors, and project team members who want to continue to develop their skills and renew their PMP certification.

Objectives:

- Difference between coaching and mentoring
 - What makes a successful coach
 - Set goals for coaching
 - Structure a coaching session
 - Coach underperformers
 - Characteristics of great mentors
 - What mentees need to do to succeed
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Prerequisites:

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Follow-on-Courses:

- Project Management Fundamentals (GK2868)
 - Motivation and Delegation (GK2956)
 - Project Management, Leadership, and Communication (GK2658)
 - Providing Performance Feedback To and About Team Members (GK2937)
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Content:

1. Introduction

- Difference Between Coaching and Mentoring

2. Coaching

- What Does a Coach Do?
- Characteristics of Good Coaches
- Preparing for and Structuring the Coaching Session
- Coaching Dos and Don'ts

3. Mentoring

- Keys to Formal Mentoring in the Workplace
- Matching Mentors and Mentees
- What Makes an Effective Mentor?
- What Does a Mentee Need to Contribute?

4. Questioning and Listening Skills

5. Other Issues

- Coaching and Mentoring Your Team Members
- Hostile Students
- Motivators

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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