



[www.braceybusinesstraining.co.uk](http://www.braceybusinesstraining.co.uk)

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## **Coaching and Mentoring**

In the present climate, running profitable businesses often requires individual companies to reduce the management layer and increase staff responsibility. To do this successfully requires effective delegation and empowerment which relies on good coaching skills.

Today's managers need to spend time and effort on developing individual team member performance. Ultimately, this is good for the manager, the team member, the company and, most importantly, their customers.

This highly participative course looks at how supervisors and managers can maximise on their team's skills by the process of coaching and mentoring.

### **Course Content**

Preparing for coaching  
Coaching styles  
Knowing the individual (The SWOT)  
Communication skills  
Developing rapport  
When, where and how to coach  
How to measure results  
Questioning techniques  
Who makes a good mentor?  
Developing the mentoring relationship  
Creating the mentoring programme  
Various exercises

### **Suitable For:**

Managers or supervisors who are responsible for the performance of others