

## Effective Workplace Coaching and Mentoring

### COURSE OVERVIEW

This course is designed to equip leaders, managers, and HR professionals with the essential tools and techniques to build a coaching and mentoring culture within the workplace. As organizations face constant change and rising performance expectations, coaching and mentoring have become vital strategies for talent development, knowledge transfer, and employee engagement.

Delegates will gain practical skills to support others in achieving their goals, enhance professional growth, and improve overall team performance through structured coaching and mentoring practices.

### WHO SHOULD ATTEND?

This course is suitable for HR Professionals, Line Managers, Team Leaders, Supervisors, Talent Development Officers, and anyone responsible for improving employee development, engagement, and performance through coaching or mentoring roles.

### COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the principles and differences between coaching and mentoring
- Apply proven coaching models (e.g., GROW) to real workplace scenarios
- Develop mentoring strategies that align with organizational objectives
- Build trust, provide feedback, and facilitate reflective learning
- Set development goals, track progress, and evaluate outcomes
- Embed coaching into leadership and performance management practices

### KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- GROW coaching model and practical application
- Building trust, rapport, and psychological safety
- Creating structured mentoring programs
- Effective questioning, listening, and feedback techniques
- Coaching for performance vs. coaching for development
- Measuring impact and outcomes of coaching conversations
- Role plays, peer coaching, and real-world case simulations

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded