



# Coaching & Mentoring

**A SAQA registered  
qualification for Administrative  
Professionals  
in all Services Sectors  
SAQA ID: 114215,  
NQF Level 4, 8 Credits**

Organisational change management, new management styles and employee involvement and motivation are crucial realities of the new business environment.

Coaching and mentoring trends are not only challenging individuals to develop and manage themselves but are becoming an integral part of productive performance and accelerated learning.

Coaching can help in career progression, strategic planning, skills development, employment equity and in building relationships and leadership potential.

Many people at every level of the organisation can facilitate coaching and mentoring processes and initiatives producing a positive learning culture within the organisation.

**This interactive and practical three day course will equip you with the skills to Manage and develop your coaching skills for yourself and others in your organisation and will involve you from both the coach and coachee perspective.**

## This training course designed for?

Experienced office professionals, executive PAs, team leaders, and managers who are looking to coach others in the organisation or who wish to learn about the coaching process for self development and effective performance management.

## Coaching & Mentoring

[CLICK HERE FOR FULL  
COURSE OUTLINE](#)



**Trusted Service  
Provider Since  
2003**

### Course Objectives

- Understand and apply the principles of coaching and mentoring
- Develop communication and coaching skills that can aid self-development
- Assess behaviour and learning capabilities that effect work performance
- Build positive relationships that support and empower individuals
- Set up coaching programmes and plans to develop capability and motivation
- Initiate the coaching process to enhance your organisations effectiveness



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Supplier Number: MAAA 0035355

SETA Accreditation Number: 2643



**Face to Face Training  
Covid 19 Safety Measures  
in Place**

**or Online Virtual Based  
Training Via Zoom or MS  
Teams**

**Training is facilitated in  
real-time, providing the  
benefit of hands on  
learning. Delegates  
interact with the  
facilitator and each  
other, as with any  
other classroom  
experience. Contact us  
today on  
0861 999 973**

**[CLICK HERE FOR FULL COURSE](#)**

**OUTLINE**



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Email  
[sales@dmstraining.co.za](mailto:sales@dmstraining.co.za)**

# Course Outline

## **The Coaching Process**

- Prioritising performance targets and building capacity
- Setting objectives using the GROW model towards an action plan
- Monitoring the ongoing process
- Resolving problems, resistance and procrastination
- Completing and concluding coaching programmes

## **Preparing To Coach Effectively**

- Terminology in coaching, mentoring and training
- Benefits of coaching for the individual and the organisation
- Personal and professional knowledge and qualities of a coach
- Key coaching skills of rapport, listening, questioning and open communication
- Self-management and self assessment techniques

## **Understanding The Individual**

- Managing needs and expectations
- Different personality types and learning styles
- Barriers to learning and experiences
- Dealing with conflict

## **Building The Coaching Relationship**

- Setting the foundations for positive work
- The importance of building trust
- Setting boundaries and managing dependency
- Assessing coaching alternatives and options
- Giving feedback constructively and honestly

## **Designing The Coaching Session**

- Assessing the individuals future picture
- Working with values and attitudes
- Creating the work/life balance
- Setting realistic commitments
- Facilitating organisational culture and environment



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