

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Improve Performance

**Course Name:**  
Coaching and  
Mentoring:  
*Guide individuals to  
their true potential*



**COURSE DURATION: 2 Days**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302

 087 941 5764

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## COURSE OVERVIEW

This course is designed to equip managers and leaders with the essential skills and knowledge to effectively coach and mentor their team members.

By attending this course, participants will learn how to unlock the true potential of their employees, foster a supportive and growth-oriented environment, and enhance overall team performance.

## COURSE OBJECTIVES

**By the end of this course, you will be able to:**

1. Understand the key principles and differences between coaching and mentoring.
2. Develop essential coaching skills, including active listening, questioning techniques, and giving constructive feedback.
3. Learn how to identify individual strengths and areas for development in team members.
4. Master the art of setting clear goals and creating actionable development plans.
5. Cultivate a coaching culture within the organisation to promote continuous learning and improvement.
6. Enhance leadership skills by adopting a coaching mindset to empower and motivate team members.

## COURSE OUTLINE

### Module 1: Introduction to Coaching and Mentoring

- Definitions and differences
- The purpose of coaching and mentoring
- Benefits for individuals and organisations
- The manager or leader as a coach-mentor

### Module 2: Essential Coaching Skills

- The situational coach-mentoring continuum
- Active listening and effective questioning
- Provide constructive feedback
- Build trust and rapport

### Module 3: Attributes of a Good Coach

- Emotionally intelligent
- Fully present, impartial, and fair
- Curious, insightful, and perceptive
- Affirming, growth minded and discrete

### Module 4: Setting Up a Coaching Contract

- Identify need and desire to improve performance or make a change
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### Module 5: The Coaching / Mentoring Process

- Prepare for the coaching session
- Elements of the GROW model
- Other coaching and mentoring processes (ELECTRIC)
- Develop a personal learning plan
- Evaluate success and learning

### Module 6: The Power of Question

- Examples of good coaching questions
- Types of questions to avoid
- Questioning techniques
- Facilitate and listen

### Module 7: What to Coach

- Mindset
- Dreams and aspirations
- Behaviours and patterns
- Performance

### Module 8: Coaching for Performance

- Create a vision of the outcome
- Define what “good” is
- Problem solving techniques and root cause analysis
- How to ensure accountability

### Module 9: Coaching a Team

- How to develop a high-performing, high-value team
- “Outside-in” and “Future-back”
- The CID-CLEAR relationship process
- Coaching the five disciplines

### Module 10: Create a Coaching Culture

- Encourage a growth mindset
- Foster open communication and collaboration
- Implement coaching practices in daily management

## DELIVERY METHOD

### Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client