COACHING AND MENTORING FOR LEADERS

Introduction

This course equips leaders, supervisors, managers, and executives with practical coaching and mentoring skills needed to develop high-performing teams and future leaders within their organizations. Participants learn how to guide employees through structured development conversations, improve performance, unlock potential, and foster continuous learning and professional growth. The program emphasizes the distinction between coaching and mentoring, helping leaders understand when and how to apply each approach effectively. Through practical exercises, role plays, case studies, and leadership simulations, participants gain hands-on experience in conducting impactful coaching sessions, providing constructive feedback, supporting career development, and nurturing talent across diverse workplace environments. The course also explores modern leadership practices that encourage employee engagement, accountability, emotional intelligence, and succession planning. Participants will learn how to create trust-based relationships that inspire confidence, improve team performance, and strengthen organizational culture. By the end of the course, participants will be able to establish structured coaching frameworks, design mentoring programs, manage difficult conversations, and build sustainable leadership pipelines that contribute to organizational success and long-term growth.

Course Objectives

- Differentiate between coaching, mentoring, counseling, and supervision.
- Apply efftive coaching techniques to improve employee performance and productivity.
- Develop mentoring relationships that support career growth and leadership development.
- Conduct meaningful development conversations using structured coaching models.
- Build trust, emotional intelligence, and active listening skills in leadership interactions.

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- Provide constructive feedback that motivates and empowers employees.
- Identify and nurture high-potential talent within the organization.
- Handle difficult conversations and performance challenges professionally.
- Design workplace coaching and mentoring programs aligned with organizational goals.
- Strengthen succession planning and leadership continuity through people development.

Course Modules

> Module 1: Introduction to Coaching and Mentoring
- Meaning and importance of coaching and mentoring
- Differences between coaching, mentoring, counseling, and training
- The role of leaders as people developers
- Benefits to individuals and organizations
- Building a coaching culture

> Module 2: Leadership and Emotional Intelligence
- Emotional intelligence in coaching and mentoring
- Self-awareness and empathy
- Building trust and psychological safety
- Communication styles and influence

> Module 3: Communication Skills for Coaches
- Active listening
- Powerful questioning
- Paraphrasing
- Non-verbal cues
- Building rapport

> Module 4: Coaching Skills and Frameworks
- Principles of effective coaching
- Coaching models (e.g., GROW Model)
- Setting SMART development goals
- Conducting coaching conversations
- Accountability and follow-up strategies

> Module 5: Mentoring for Talent Development
- Roles and responsibilities of mentors

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- Stages of mentoring relationships
- Career guidance and professional growth
- Supporting employee confidence and motivation
- Reverse mentoring and peer mentoring approaches

> Module 6: Coaching for Performance
- Linking coaching to performance improvement
- Identifying performance gaps
- Constructive feedback techniques
- Managing underperformance
- Recognition and motivation strategies

> Module 7: Managing Difficult Conversations
- Handling resistance and conflict
- Coaching difficult employees
- Managing sensitive workplace issues
- Maintaining professionalism and confidentiality
- Building resilience and positive attitudes

> Module 8: Developing Future Leaders
- Succession planning fundamentals
- Identifying high-potential employees
- Leadership development pathways
- Knowledge transfer and institutional memory
- Creating sustainable talent pipelines

> Module 9: Designing Coaching and Mentoring Programs
- Establishing organizational mentoring systems
- Matching mentors and mentees
- Monitoring and evaluating progress
- Measuring impact and outcomes
- Best practices and case studies