



# *Coaching and Mentoring One-Day Open Course Overview*

# Coaching and Mentoring open course

*Understanding the dynamics that happen when people between people when they work one-to-one*

Our coaching and mentoring course is for people wishing to develop their coaching or mentoring skills at any level of the business.

The temptation when coaching or mentoring someone is to provide solutions to problems or difficulties.

We will help you find ways to hand the issues back and encourage your colleagues to find the solutions for themselves.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.\*

*Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...*

*This course will help you with:*

- **Listening and Responding**
- **Motivating and Guiding**
- **Providing Effective Feedback**
- **Dealing with Confidence Issues**
- **Doing Telling and Coaching**
- **Learning the Value of Patience**
- **Professional Personal Development**

# Coaching and Mentoring *one-day* open course

## *\*Course Content*

### **Why Coaching and Mentoring?**

- Advantages of coaching and mentoring
- Why have it?
- Are there rules?
- What are they plusses and pitfalls?

### **Building Relationships**

- Building trust and mutual cooperation

### **Building Confidence**

- Praise and acknowledge actions and achievements

### **Understanding Feedback**

- What is it feeding?
- Why is feedback provided?

### **Emotion vs. Objectivity**

- Separate emotion from fact

### **Blame vs. Effect of Behaviour**

- Using You, I, or We statements to avoid blame
- Creating mutual solution-finding

### **The Roles of a Coach and Mentor**

- Coaching
- Facilitation
- Counselling
- Networking

### **Helping Your Mentee Choose**

- Ways to hand the issue back to the individual
- Help them find the solution for themselves

### **Empowering Attitude**

- Developing an attitude of generosity and positive spirit

### **Confidentiality**

- Establish agreements early to build a relationship of trust
- Facilitate mentoring process for both parties

### **Keeping Good Boundaries**

- Working with good boundaries
- When boundaries have been overstepped

### **Conflict Defuser**

- Calming difficult confrontations

### **Difficult Styles**

- Working with difficult styles
- Making it easier to adjust behaviour

# Coaching and Mentoring open course

## Logistics

### Attending in person

**At: Impact Factory**

Suite 121 Business Design Centre

52 Upper Street, London N1 0QH

[Find Us Here](#)

*Please use postcode [N1 0PW](#) if using Satnav and Google maps, which will take you to the front entrance of the building on Upper Street*

*Coffee will be served from 9:30am and lunch around midday.*

### Attending remotely

A **Zoom invite** will be sent to you by your trainer by 9:30am on the morning of your course.

- This is a **video-on** session – it will ensure that you get the most out of the training so please come prepared to have your video on if at all possible
- Bring a pen, paper and a coloured marker/felt-tipped pen (if you have one)
- Please join from a laptop or desktop computer, not from a phone
- Please dial in 10 minutes before our start time so you can test your audio and video

**Course Time: 10:00am – 5:00pm**

*All of our open courses are delivered in a Hybrid format and delegates can change their mode of attendance from the original booking with up to one working day's notice.*

# Contact details



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