Management And Leadership

Advanced Coaching and Mentoring Skills (ACMS)

Course Introduction

Increasingly, organizations are now realizing the various benefits of developing talent through coaching and mentoring programs. However, questions arise on the use of each method, how these methods can support talent development, and the tools available for running programs. With new tools, ROI research, and expert resources available today, companies now have greater opportunity to employ these programs not only to senior leaders, but also scale them across the organization to positively affect employee career growth, engagement, and retention at all levels.

This training course is designed to provide participants with the advanced concepts on coaching and mentoring. This will help participants to ensure productivity and engage employees that sustain organizational success.

Target Audience

Professional Coaches.

- Internal Coaches.
- Senior Leaders and Executives.
- Human Resources and Talent Development Professionals.
- Team Leaders and Middle Managers.
- Department Heads and Managers.
- Project Managers.
- High-Potential Employees and Emerging Leaders.
- High-Potential Talent.
- Professional Development Trainers and Consultants.
- Training Consultants.
- Corporate Trainers.

Learning Objectives

- Gain a comprehensive understanding of the modern coaching and mentoring techniques
- Recognize what coaching can achieve for your team through case studies
- Discover the importance of Coaching for managers and organizations during group discussions
- Differentiate between coaching, mentoring, and counselling using videos
- Establish the right Coach mindset for effective coaching
- Discuss the advantages and disadvantages of internal, external, formal and informal coaching
- Differentiate between coachees different styles through DISC assessment
- Use TGROW & RACSR Model for effective coaching session guidance
- Develop and use proper Questioning techniques to maximize coaching efficiency

Course Outline

- **01 Day One**

  The Coaching Foundation

  - Types of Workplace Coaching
  - Distinguishing between coaching, mentoring and counselling
  - Key coaching skills for effective performance
  - Assessing coaching skills
  - Meeting ethical guidelines and professional standards

  What's different in coaching

  - Coaching and Training
  - Coaching and Mentoring
  - Coaching and counselling
- **02 Day Two**

The Coaching Mindset

- ◦ The business need behind coaching
- ◦ When to Coach & when not to coach
- ◦ Coaching principles
- ◦ Suitable coaching environment

A Good Coach

- ◦ The gold standard of coaching
- ◦ ICF Coaching core competencies
- ◦ What's your dominant coaching style?
- ◦ Coach role and responsibilities

• 03 Day Three

Types of Coaches

- ◦ External Coaches
- ◦ Internal Coaches
- ◦ Formal Vs informal Coaching

Coaching for Managers

- ◦ The needed piece of the leadership puzzle
- ◦ Coaching for getting the best of employees
- ◦ How can you use coaching in line with your management responsibilities?

• 04 Day Four

Coaching session sequence

- ◦ How should you sequence your coaching?
- ◦ What to talk about first?
- ◦ Raising Coachee's awareness
- ◦ Know your coaches' different styles and motives.
- ◦ Overcome internal barriers while coaching
- ◦ Overcome resistance to change or coaching

Coaching Models

- ◦ Introducing Coaching Models
- ◦ PEDICR & GROW
- ◦ TGROW Model
- ◦ RACSR Model

- **05 Day Five**

Advanced Communication Skills for Coaching & Mentoring

- ◦ Understanding self & others - personal communication styles
- ◦ Importance of Active listening
- ◦ SOLER Model for Active Listening
- ◦ Effective questioning techniques
- ◦ Language - verbal and non-verbal

Mentoring Techniques & Practices

- ◦ Objectives and benefits of mentoring
- ◦ Corporate mentorship programs
- ◦ Most commonly used techniques among mentors
- ◦ Mentoring relationships: formal and informal
- ◦ Pitfalls to be avoided for effective Mentoring

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 14, 2025	April 18, 2025	5 days	2150.00 $	Virtual - Online
July 21, 2025	July 25, 2025	5 days	4950.00 $	Malaysia - kuala lumpur
Nov. 16, 2025	Nov. 20, 2025	5 days	4250.00 $	KSA - Al Khobar
Aug. 10, 2025	Aug. 14, 2025	5 days	4250.00 $	oman - salalah