Coaching & Mentoring Skills

Course Programme

10:00-16:00

Time	
09:50-10:00	Registration Technical check
10:00-11:00	Introduction, Domestics and Icebreaker Programme Objectives **UNIT 1: Coaching and staff development – who really benefits?** • Defining coaching • Differentiating between training, coaching and mentoring • Coaching and mentoring in a virtual environment
11:00-11:15	Morning break
	UNIT 2: Skill requirements of a coach in a local authority setting • Understanding the coaching process for your service sector • Giving feedback
12:30-13:30	Lunch break
	UNIT 3: How adults learn • Retention • Learning styles • Stages of learning • Distance learning – the virtual learning environment
14:45-15:00	Afternoon break
	UNIT 4: Putting it in to practice • Active listening • Body language • Motivation and support Final Q & A session
15:45-16:00	Evaluations, certificates and close