



ONLINE  
COURSE

# COACHING & MENTORING

BROCHURE



Coach your employees to achieve increased performance.

Coaching is a process of relationship building and setting goals and how well you coach your employees is directly related to how well your employees perform their duties. The Coaching and Mentoring eCourse will teach you how to:

- The definitions of coaching and mentoring.
- Provide effective feedback while maintaining trust.
- List the benefits of building and fostering and fostering a trust with your employees.
- Apply the SMART technique of goal setting.



#### DURATION

4 weeks online access



#### STUDY TIME

8-9 hours study time



#### INTERNATIONAL CERTIFICATION



#### CONTINUING EDUCATION UNITS (CEU'S)

0.9 CEU's



The  
**Leadership**  
CENTRE  
DEVELOPING TOMORROW'S LEADERS

You are in your office looking over your performance report and it has happened again. Your low performing employee failed to meet their quota this month even after you spoke to them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach their goals. Money used to work but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring eCourse focuses on how you can coach your employees to achieve increased performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

## eCOURSE INCLUDES

- 4 Weeks Online Access.
- Coaching and Mentoring eBook per phase.
- Coaching and Mentoring Templates and Exercises.
- Quick Reference Sheet.
- Online Exam.
- International Certification.

## KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Define coaching, mentoring and the GROW model.
- List the benefits of building and fostering trust with your employee.
- Apply the steps in developing a finalised plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Explain the difference between mentoring and coaching.

## CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



## TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

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## GET IN TOUCH

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Should you have any queries, please contact us at The Leadership Centre.

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## HAPPY LEARNING

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The Leadership Centre Team

