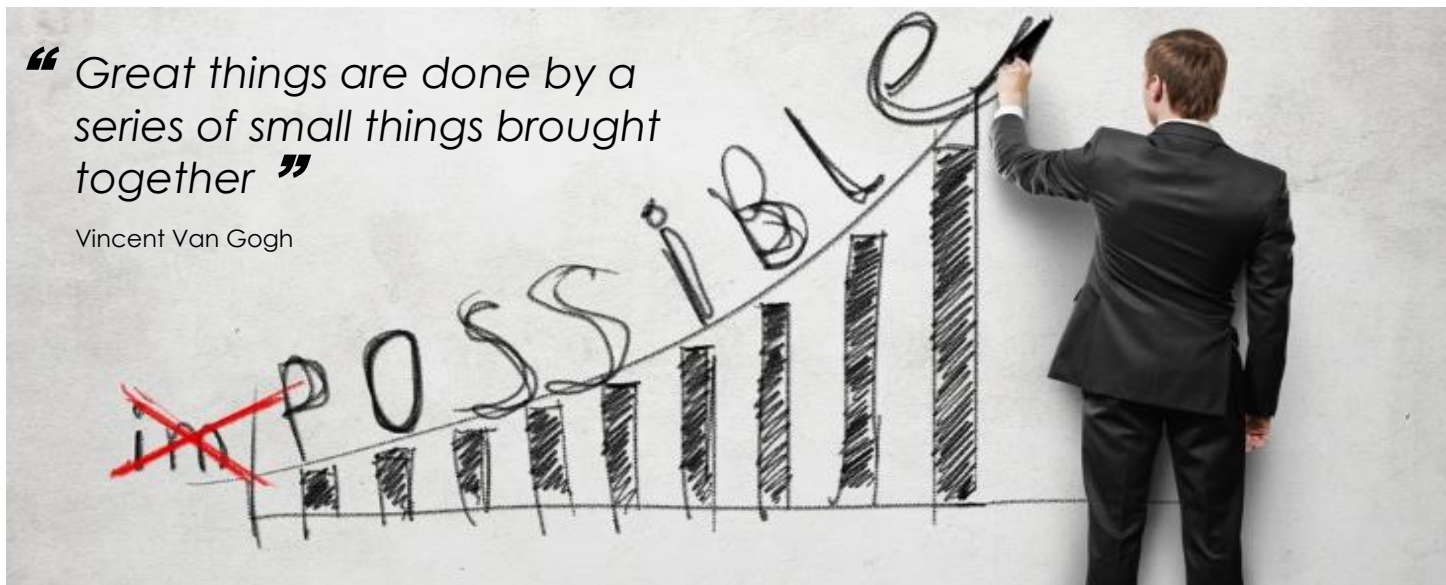


“Great things are done by a series of small things brought together”

Vincent Van Gogh



➤ Benefits

ENHANCE the performance and capacity of people/organisations through periods of change.

IDENTIFY ways to engage others positively and productively throughout the change process.

INCREASE performance of others through effective coaching and mentoring techniques.

ENGAGE others with skilled coaching and mentoring in times that may be volatile, uncertain, complex and ambiguous.

PROMOTE awareness of the change initiative through effective and timely workplace coaching and mentoring.

MASTER skills in coaching others to ensure staff have competent and professional support at the ready in their day to day working environments.

ESTABLISH respectful relationships in which the wisdom of experienced staff can be harnessed to motivate, support and guide others.

RECOGNISE the different states of change readiness within others and respond effectively as coaches and mentors.

REDUCE the lag period between the introduction of change and the anticipated increase in productivity and synergy.

SUPPORT staff to continue to develop and apply their professional skills throughout challenging periods in their working careers.

COACHING & MENTORING Through a Change Period

➤ Program Background

Progress is constant and change is inevitable throughout modern working life. With the increased pressure this often entails, people more than ever depend on the guiding and supporting lead of helpful supervisors and managers, or the wisdom of a trusted colleague who has themselves successfully trodden a similar path.

Coaching and mentoring is a sound investment in the future of your human capital, helping to ensure that staff capability and competency can continue to develop and lead the organisation towards a bright, competitive and sustainable future.

➤ Who should attend?

Managers, supervisors, team leaders and others who want to continue to professionally develop in the areas of coaching and mentoring.

The program is ideal for those wanting to continue to improve their capability to motivate people effectively through periods of change, using their skills to help enable and engage others to be the best they can in harnessing a productive workplace.



Program Overview

This program guides understanding of the challenges that are typical throughout the three stages of change transition. Strategies are developed that promote engagement, and prime the motivation needed to support the change.

The program deepens understanding of the different states of change readiness, including the different roles that people may fulfil throughout the transition period. Coaching strategies are aligned to each of the readiness states.



Applying the ADKAR model, participants identify key areas to focus their coaching efforts within the domains of – Engagement, Capability and Sustainability. Coaching tools facilitate cognitive and emotional processes. Collaborative problem solving is balanced with interpersonal finesse.

The GROW model provides a framework for planning and facilitating future coaching sessions. Participants create safe and productive coaching environments to enable constructive feedback and the professional development of others.

“It isn't about how much you keep for yourself....But how much you pour into others”

David Steddard

Participants learn the role and true purpose of a workplace mentor, ensuring these all important relationships form effectively, and their experience, wisdom and brokerage can be a rich source of growth for others.

A range of evaluative tools help promote deeper levels of understanding of self and others, and contribute to the formation of healthy and respectful relationships.

The program concludes with a helpful coaching / mentoring plan of action.

Topics Covered

The environment of change

- ✓ The environment of change and the challenges of transition
- ✓ How change affects performance over time
- ✓ Strategies to engage staff throughout the 6 states of change readiness and the phases of transition
- ✓ Peoples different roles in change and the key to their engagement

Coaching skills during a change process

- ✓ The purpose of coaching and of mentoring
- ✓ Adult principles of learning applicable to a coach
- ✓ Coaching strategies to build engagement, capability and sustainability within the ADKAR model of change
- ✓ Using the GROW model to structure coaching
- ✓ Collaborative problem solving and task based coaching.
- ✓ Keeping settings emotionally safe and productive
- ✓ Providing constructive feedback incorporating psychological theories of human transaction

Mentoring skills for the path ahead

- ✓ Developing a deeper understanding of self and others, through self-help/evaluative assessment tools
- ✓ Influencing thinking through the Socratic method
- ✓ Developing interpersonal relationships and trust through change
- ✓ Coaching/mentoring action plan

Duration and Delivery

Coaching and mentoring programs are typically 1 day duration and are delivered in-house. Recommended maximum numbers for each session is 10 people. Variations on these numbers can be discussed. We also offer one on one coaching sessions to assist and prepare coaches and mentors with the challenges that may lay ahead.

Programs are facilitated using interactive discussions with opportunity for reflective thinking and skills practice. Support materials include comprehensive session notes, proprietary tools and planning documents providing both guidance and direction for ongoing personal and professional development in the areas of coaching and mentoring.

