The skills and qualities of an effective mentor and coach

A 90-minute virtual workshop

Coaching and mentoring are two different things, but they require much the same skills. They are essential to building collaborative, accountable and trusting relationships at work. This virtual session is an opportunity to develop an understanding of the skills and qualities an effective mentor and coach needs. You will be able to consider these attributes and their use within a trust-building model. In modelling this approach yourself, you will finish by completing a reflective action plan to take away and use at work, in line with your organisation's values.

Learning objectives
By the end of the workshop, you will be able to:
- Understand mentoring and coaching and their benefits in professional development and performance settings
- Learn the key skills and qualities for effective mentoring and coaching beyond the usual generic descriptors
- Understand how this relates to your own role and the values of your organisation when considering providing mentoring or coaching support
- Formulate an action plan based on a reflective practice approach

Audience
This session is appropriate to managers at all levels across the public sector.

Format
A practical 90-minute virtual workshop for a group of up to 12 people.

The expert trainer
Amanda Dudman is an extremely popular trainer, facilitator, coach/mentor and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Session overview

1   What is mentoring? What is coaching?
- The origin of the terms and what they encompass in our 21st century world of professional work
- What they are and aren't
- Using mentoring and coaching as an approach to building relationships with others
- Using mentoring and coaching as an approach to managing performance

2   Skills and qualities
- Identifying the skills and qualities required
- Using these with a behavioural values-based model

3   Applying it in practice
- Developing and using the qualities and skills within your organisation's values framework
- Ethics and boundaries

4   Actions and next steps
- Personal action planning
- Resources and ideas for further development