

Advanced coaching and mentoring skills

Four one-hour 'deep dives' (virtual sessions)

Overview

If you've had some coaching and mentoring skills training and are looking for some additional learning and development around specific topics, look no further.

These one-hour virtual sessions offer a highly focused deep dive into different aspects of coaching and mentoring practice. Each one is designed around a specific area of coach or mentor competency or quality. Recognised, evidenced, researched practice is used.

These sessions take a participatory approach so that learners can share practice ideas with their peers even in the limited time of an hour. They are led by an expert coach/mentor and trainer who will share practice and offer tips and guidance as a means to support learning further.

The four sessions can be run individually or as a series:

1. Developing deep, relational listening skills
2. Building rapport and trusting relationships
3. Managing challenging coaching and mentoring situations
4. The qualities and skills of an effective mentor and coach

Other topics available on a bespoke basis – just give us a call.

Audience

These sessions assume some experience of coaching and/or mentoring, albeit not necessarily to the level of a formal qualification.

The expert trainer

Amanda Dudman is an extremely popular trainer, facilitator, coach, mentor and consultant. Co-author, with Ruth Lowbridge, of three books on mentoring, *An Introduction to Enterprise Mentoring* (with additional co-author Peter Stevens), *Get Mentoring*, and the *Get Mentoring Pocket Book*, Amanda leads our coaching and mentoring practice.

‘DEEP DIVE’ 1: Developing deep, relational listening skills

Listening is the highest form of communication. Genuine listening is about acceptance. Active listening is required to achieve effective coaching and mentoring. At the heart of this is being coachee/mentee-led.

Relational listening enables the coach or mentor to remain coachee/mentee-led by following their agenda and, additionally, integrate an awareness of emotions and risks. It involves intuition and connection at a deeper level.

We will cover:

- ✓ The three levels of listening; achieving and maintaining relational listening
- ✓ Listening to silence and hesitation
- ✓ Listening for metaphor and emotion
- ✓ Using Bateman’s Logical Levels to help the coachee/mentee harness change

‘DEEP DIVE’ 2: Building rapport and trusting relationships

How do we create and hold rapport. Even more so, how do we remain congruent whilst coaching and mentoring? Rapport, empathy and congruence *are ways of being* with someone.

This one-hour deep dive will explore these three facets of relationship building for a coaching or mentoring setting.

We will cover:

- ✓ What is rapport, what is empathy, what is congruence?
- ✓ Holding rapport – more than matching; what to do if it breaks down
- ✓ The three levels of listening
- ✓ Holding space as a way of being that builds trust and demonstrates listening
- ✓ Being curious through asking powerful questions

‘DEEP DIVE’ 3: Managing challenging coaching and mentoring situations

Building confidence in coaching and mentoring skills comes from several sources: practice, self-reflection, inviting and using feedback, supervision.

How do we also discover how to better manage ourselves and our conversations at the same time when things get tricky.

This one-hour deep dive will use one or more case studies relevant to the group of learners. They will explore and discover how to identify the aspects of a coaching or mentoring conversation that are challenging for them personally.

Drawing on the work of Susan Scott and Jenny Rogers, we will cover:

- ✓ Different types of challenging situations
- ✓ How to notice patterns
- ✓ When someone cries or expresses strong emotions
- ✓ When is too far really too far?
- ✓ Can we interrupt and challenge?
- ✓ Approaches including setting boundaries, creating a safe environment and using silence

‘DEEP DIVE’ 4: The qualities and skills of an effective mentor and coach

Whilst mentoring as a recognised profession is recent, the intervention itself, first written about in ancient Greek, is long-standing in its use in many settings, including at work. Coaching has emerged as having a similar skill set in more recent years.

Evidenced research has been applied to understand the benefits and value of these approaches at work. Whilst there is no single definition, what we do know is that there is a defining set of skills and qualities that make the difference to the effectiveness of building collaborative, accountable and trusting relationships at work.

This one-hour deep dive will provide 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 behavioural values-based model.

We will cover:

- ✓ What is mentoring? What is coaching?
- ✓ Identifying the skills and qualities using these with a behavioural values-based model
- ✓ Applying them in practice
- ✓ Ethics and boundaries