

***“The person who does the work does the learning”***

Phone: 0274 80 79 80  
Email: [terry@terrywilliamstrainer.com](mailto:terry@terrywilliamstrainer.com)   
**Learn more online at**: <http://terrywilliamstrainer.com/>

**Coaching and Mentoring Course Outline**

**COURSE LENGTH: 1 DAY**

**OUTCOMES**

* Understand the G.R.O.W. model and apply it
* Learn to set appropriate, effective goals using the S.M.A.R.T. technique
* Learn how to recognise the current state or reality of an employee's situation
* Learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
* Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
* Understand the importance of building & fostering trust with employees
* Master the art of giving effective feedback while maintaining trust
* Recognise & overcome common obstacles that are holding employees back
* Know when it is the right time to stop coaching an employee
* Learn to continue to transition an employee to other opportunities for continued growth

You’ll see a variety of learning strategies: cooperative / collaborative, constructive, experiential, Socratic, accelerated learning. Participants will experience rotation of paired / small group work, the creation or completion of partial existing content to adapt it to their own situations, the tactical use of purposeful questions to guide people to self-discovery rather than just telling, intermittent problem-solving team-based challenges, a welcoming learning environment that gets the learners and their brains ready to learn.

As part of addressing ever-diverse groups, as well as being generally wise principles of learning, I also draw on principles from the field of Maori education:

* Ako (Learners also learn when they teach others)
* Poutama (Like a ladder, learning needs to climb on previous learning)
* Te Whare Tapa Wha (The learner’s needs need to be met across multiple dimensions: physical, mental, emotional, social)
* Tuakana Teina (‘buddy system’)

People are different and some topics lend themselves to being best delivered by particular styles. Therefore, what you get is *variety*, and a professional, experienced facilitator able to take examples and scenarios from the real-world of the participants and workshop them together in real-time, as opposed to didactic linear delivery of generic content. These methods ensure a productive, effective, and efficient balance between the delivery of academic content, and a practical and relevant session that is engaging, memorable, and interactive.