

**Soft-Train**



*At Soft-Train  
Technology Works*

# Coaching, Counseling and Mentoring (1 Day)

**COURSE GOAL:** This course will help the student understand and use coaching, counseling and mentoring techniques as a leader.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Provide sound coaching to employees
- Provide counseling to employees based on situations
- Be a Mentor in the working environment

**KEY TOPICS:**

**I. Coaching**

- A.** Your Role as Coach
- B.** Coaching as an Ongoing Responsibility
- C.** Let's Talk: "Should I Say That?"
- D.** Coaching Traps and Problems

**II. Counseling**

- A.** Why Counsel Troublesome People?
- B.** How to Turn Around Problem Employees and Employees with Problems
- C.** Let's Talk: Specific Counseling Sessions
- D.** Counseling Dilemmas: Traps and Pitfalls to Avoid

**III. Mentoring**

- A.** What Mentoring Can Do to Help High Achievers—And You
- B.** Mentor as a Role Model, Broker, Advocate, and Career Counselor
- C.** Let's Talk: Face-to-Face and E-Conversations
- D.** Mentoring Traps to Avoid