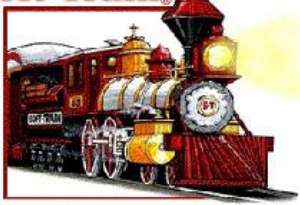


Soft-Train



*At Soft-Train
Technology Works*

Coaching, Counseling and Mentoring (2 Days) ST00015

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. Getting Started
- B. Encouraging Stretch
- C. Team Coaching
- D. Coaching Traps and Problems

II. Counseling

- A. Switching to a Counseling Mode
- B. The Counseling Interview
- C. Team Counseling
- D. Counseling Traps and Problems

III. Mentoring

- A. What Mentoring Is All About
- B. Solving Problems Before They Happen
- C. Team Sponsorship
- D. Mentoring Traps and How to Avoid Them