

## Coaching and Mentoring Course Details

Department: Supervisors and Managers

Presented by Magna Skills Development Institute

Date Created: 09-May-2025

Training Coordinator: Denis Wunganayi



**CORPORATE TRAINING**  
*Agency*

**OUR SERVICES :**

- Search Engine Optimization
- Analytics and Data Analysis
- Pay-Per-Click Advertising
- Social Media Marketing

 Our Website  
[www.magnaskills.com](http://www.magnaskills.com)

 **MAGNA SKILLS**  
[www.magnaskills.com](http://www.magnaskills.com)



## Course Summary

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

This workshop focuses on how to better coach your employees to a higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees to better a performance.

## Course Objectives

### Workshop Objectives

Before you leave this session today, you should be more familiar on the topic of coaching your people to better performance. We have 10 objectives that will allow us to achieve the overall goal of becoming better coaches.

- Define coaching, mentoring and the GROW model.
- Identify and set appropriate goals using the SMART technique of goal setting.
- Identify the steps necessary in defining the current state or reality of your employee's situation.
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan.
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans.
- Identify the benefits of building and fostering trust with your employee.
- Identify the steps in giving effective feedback while maintaining trust.
- Identify and overcoming common obstacles to the growth and development of your employee.
- Identify when the coaching is at an end and transitioning your employee to other growth opportunities.
- Identify the difference between mentoring and coaching, using both to enable long-term development through a positive relationship with your employee.

## Course Outline

### Module One: Getting Started

## Workshop Objectives

### **Module Two: Defining Coaching and Mentoring**

- What is Coaching?
- What is Mentoring?
- Introducing the G.R.O.W. Model
- Case Study
- Module Two: Review Questions

### **Module Three: Setting Goals**

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals
- Case Study
- Module Three: Review Questions

### **Module Four: Understanding the Realities**

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past
- Case Study
- Module Four: Review Questions

### **Module Five: Developing Options**

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan
- Case Study
- Module Five: Review Questions

### **Module Six: Wrapping it All Up**

- Creating the Final Plan
- Identifying the First Step

- Getting Motivated
- Case Study
- Module Six: Review Questions

### **Module Seven: The Importance of Trust**

- What is Trust?
- Trust and Coaching
- Building Trust
- Case Study
- Module Seven: Review Questions

### **Module Eight: Providing Feedback**

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development
- Case Study
- Module Eight: Review Questions

### **Module Nine: Overcoming Roadblocks**

- Common Obstacles
- Re-evaluating Goals
- Focusing on Progress
- Case Study
- Module Nine: Review Questions

### **Module Ten: Reaching the End**

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up
- Case Study
- Module Ten: Review Questions

## Module Eleven: How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship
- Case Study
- Module Eleven: Review Questions

## Module Twelve: Wrapping it Up

- Words from the Wise



## Company Overview

**Who We Are:** Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

**Our Mission:** To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

**Our Vision:** To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

## Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.

- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

### **Our Training Methodology**

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

### **Why Choose Magna Skills?**

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[ ____ ] Face to Face [ ____ ]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.