



Coaching and Mentoring

Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the G.R.O.W. Model

Setting Goals

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Understanding the Realities

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

Wrapping it All Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth & Development

Overcoming Roadblocks

- Common Obstacles
- Re-evaluating Goals
- Focusing on Progress

Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship