



COACHING AND MENTORING IN THE WORKPLACE

SAQA REGISTERED US ID 117865 & 117877

Assist and support learners to manage their learning experiences
Perform one-to-one training on the job



THIS IS A VITAL BRIDGING SKILL FOR SUCCESSFUL LEARNERSHIPS AND APPRENTICESHIPS

1. OVERVIEW, STRUCTURE & DELIVERY

We will train the delegate coach to identify the needs of learners, analyse problems and decide on appropriate actions, prepare individual development plans, provide guidance to learners, maintain records and evaluate the mentoring service provided. The delegate will be able to refer learners for appropriate counseling or to career information agents. We will also teach the delegate to identify skills development opportunities and provide structured and targeted learning in the workplace that improves business results.

Upon completion of this workshop, the delegate will be able to guide learners in their career and developmental options as well as help learners to acquire specific skills in order to do their work, by showing them how to do the work, letting them do it and observing the result.

The delegate must hand in a “mentoring and coaching” portfolio of evidence after the workshop. The portfolio is based on actual mentoring and coaching case studies conducted by the delegate in their workplace.

2. WHO SHOULD ATTEND

- Line staff responsible for training and/or guidance in the workplace such as Managers, Supervisors or Team Leaders
- HR and HRD practitioners

***A MENTOR HAS WALKED AND
MASTERED THE JOURNEY.
A COACH WALKS THE JOURNEY
WITH YOU!***

3. WHAT YOU LEARN

The workshop equips you to:

- Prepare for one-on-one training on the job
- Conduct coaching sessions
- Monitor and report on learner progress
- Review coaching
- Source and maintain information to assist and support learners
- Provide assistance and support
- Review support services

4. FOLLOW UP

For a needs analysis, detailed scoping exercise and comprehensive quote or simply to meet us and ask further questions, please contact:

Debbie Turner on **021 858 1226 / 082 783 9330**
or e-mail **debbie@cpctrain.co.za**

GUIDE LEARNERS TO ACHIEVE PERSONAL DEVELOPMENT AND GROWTH