

Coaching, Mentoring and Challenging Conversations



Course Overview

Coaching and mentoring are terms that are often used interchangeably but they are different. This course is designed to give you an overview of coaching and mentoring, and to get you to look at some of the key behaviours, skills and techniques used by coaches so that you can apply these to your daily working practice.

Carrying out supervisions, talking to clients and their families, taking your team through a big change initiative or managing an inspection: all of these situations require you to have conversations that can sometimes be quite challenging. We will be learning how to manage these conversations, looking at how you approach them and then exploring skills and techniques that will help you do it better the next time.

Course Content

1. What are coaching and mentoring?
2. Qualities and behaviours
3. Skills and techniques
4. Do powerful questions make richer conversation?
5. Why might a conversation be challenging?
6. Having difficult conversations: giving and receiving feedback
7. GROW: where to hang your coaching hat

Course Duration 30 minutes

Developed in partnership with Sarah Ives, Executive Coach & Team Development Facilitator at Sarah Ives Associates.

Accessibility

To change your accessibility settings or translate the course into another language, sign into your Click account before taking this course.

Assessment and Certification

Sign in to your Click account before you take this course to take the assessment and immediately access/download your certificate upon successful completion.

Quality Marks