



# Above the Line Coaching and Mentoring

Do your Team Leaders and Managers have the knowledge and skills to successfully coach and mentor their people for improvement and professional growth?

Increasingly organisations are realising the need to develop and retain good people through effective coaching and/or mentoring. However, few leaders have been trained in these important skills.

Participants in this course can expect to gain the following knowledge:

- The important benefits to be obtained through effective coaching and/or mentoring
- Understand the Above the Line concept and how to use the GROW Model for coaching

They will also learn how to:

- Effectively use active listening skills
- Overcome communication barriers
- Identify knowledge or emotional gaps and develop gap resolution strategies to overcome them
- Build people's confidence in themselves
- Develop trust and confidence in the relationship
- Successfully guide, rather than tell or direct
- Facilitate personal and professional self-assessment

# Above the Line Coaching and Mentoring



NATIONALLY RECOGNISED  
TRAINING

Many successful organisations worldwide, like Hewlett Packard, IBM, MCI and others have recognised that managers must be able to coach and/or mentor their employees in order to both develop them and retain them. They have included coaching and mentoring skills in their management/leadership development strategies.

This introductory course equips managers and leaders with the skills and knowledge to effectively coach and mentor within their organisation or network.

It provides Participants with a comprehensive overview of the importance of Above the Line attitudes and feedback for effective coaching and mentoring. It also assists them in developing the personal characteristics and the communication and relationship skills to effectively motivate others to achieve.

LMA's Above the Line Coaching and Mentoring course is conducted over 4 Interactive fortnightly workshops. Participants receive and utilise a range of digital and hard copy resources to assist their learning and development. They are also encouraged to apply their new knowledge back into the workplace to achieve improved results.

## Overview Meeting

- The Unique Learning Process
- Key LMA Concepts
- Self Assessment
- Identifying Possible Coaching and Mentoring Goals
- Coaching and Mentoring Background and Research
- Goal setting for Coaching and Mentoring
- The Principles of Goal Setting
- How to use a Goal Planner
- Goal Planners

## 01 Accepting the Leadership Challenge

- Introduction
- The Coach and Coaching
- The Mentor and Mentoring
- The Person Being Coached or Mentored
- Benefits Achieved Through Effective Coaching or Mentoring
- What is Above The Line Coaching?
- Plan of Action

“There is a wonderful tool. Without it there would be no wheel, no trips to the moon, and no internet. Chances are you use one or more in your organisation. Keep it sharp and your business will prosper. Neglect it at your risk. People.”

## 02 The Importance of Communication in Above the Line Coaching and Mentoring

- Introduction
- Effective Communication
- Levels of Communication
- The Benefits of Active Listening
- Attitudes for Effective Listening
- Barriers to Listening
- Developing Listening Skills
- Above the Line Listening
- Achieving Mutual Understanding Through Above the Line Feedback
- Action Plan

## 03 Above the Line Motivation

- Introduction
- Understanding Motivation
- Motivation is Personal and Internal
- Developing Personal Motivation
- The Three Types of Motivation
- Basic Human Drivers
- The Selfs
- Action Plan