



ABOVE THE LINE COACHING AND MENTORING



Effective coaching and mentoring promotes creativity, performance and resilience, giving organisations a competitive edge and an effective way to operate within an environment of continuous change.

Successful organizations like Hewlett Packard, IBM, MCI and others have recognised that managers must be able to coach their employees and each other, and have included coaching in their management/leadership development.

Increasingly, organisations are realizing the many benefits of developing talent through coaching and mentoring. Since LMA first began conducting its Leadership Employment and Direction (L.E.A.D.) Survey in 2000, the development and coaching of others and building relationships (both internal and external) have featured amongst the most important leadership competencies expected of leaders. The most recent findings affirm that these remain two of the five most important competencies in the eyes of employees.

Today companies are turning to coaching and mentoring to harness the value of internal employee resources to develop others, which saves time, cost, and increases overall employee satisfaction.

The impact of coaching and mentoring within organisations is proven. However, effectively coaching and mentoring others or establishing programs for coaching and mentoring can still be a challenge.



ABOVE THE LINE COACHING AND MENTORING

This introductory four module course equips managers and leaders with the skills and knowledge to effectively coach and mentor within their organisation or network. It provides them with a comprehensive overview of the importance of Above the Line attitudes for effective coaching and mentoring. It assists them in developing the personal characteristics and the communication and relationship skills to effectively motivate others to achieve.

Comprising four modules on a fortnightly basis, the Above the Line Coaching and Mentoring course is delivered through a blend of different learning experiences to produce meaningful results.

Overview and Program Goals

- | | |
|---|---|
| <ul style="list-style-type: none"> Welcome to Above the Line Coaching and Mentoring Outline of program and modules The unique learning process Key LMA concepts Self assessment Identifying possible Coaching and Mentoring goals | <ul style="list-style-type: none"> 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 |
|---|---|

MODULE 01

Accepting the Challenge

- | | |
|--|---|
| <ul style="list-style-type: none"> Introduction The Coach and Coaching The Mentor and Mentoring The person being Coached or Mentored | <ul style="list-style-type: none"> Benefits achieved through effective Coaching or Mentoring What is Above the Line Coaching? Plan of action |
|--|---|

MODULE 02

The Importance of Communication in Above the Line Coaching and Mentoring

- | | |
|--|--|
| <ul style="list-style-type: none"> Introduction Effective communication Levels of communication The benefits of active listening Attitudes for effective listening Barriers to listening | <ul style="list-style-type: none"> Developing listening skills Above the line questioning Achieving mutual understanding through above the line feedback Action plan |
|--|--|

MODULE 03

Above the Line Motivation

- | | |
|---|--|
| <ul style="list-style-type: none"> Introduction Understanding motivation Motivation is personal and internal Developing personal motivation | <ul style="list-style-type: none"> The three types of motivation Basic human drivers The selfs Action plan |
|---|--|

DELIVERY OPTIONS & PRICING

	OPEN	IN-HOUSE
Delivery Format	✓	✓
Price (excluding GST)	\$900 per person	Contact for pricing.

Further information & bookings: Visit www.lma.biz or call AU 1800 333 270 | NZ 0800 333 270