



# ABOVE THE LINE COACHING AND MENTORING

Thrive  
More



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.

During times of upheaval and uncertainty, people look to their leaders to provide guidance and support.

With the massive disruptions everyone is currently experiencing, the role of leaders in coaching and mentoring their people has never been more important.

Effective coaching and mentoring promote positive responses and confidence, as well as greater performance and resilience amongst team members. There's no better way to help an organisation to effectively find its way through the current unstable environment, where continuous change is the new norm, and to develop its competitive edge than through coaching and mentoring its people.

In today's challenging circumstances, organisations are turning to coaching and mentoring to harness and realign the talent and effort of employees to reduce uncertainty and improve effectiveness. This approach develops a positive "Above the line attitude" to their daily activities, which in turn, generates huge benefits and returns to the organisation.

The impact of coaching and mentoring within organisations is proven. However, effectively coaching and mentoring others can still be a challenge for many managers and leaders.

Further information & bookings: Visit [www.lma.biz](http://www.lma.biz) or call AU 1800 333 270 | NZ 0800 333 270



# 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

Welcome to Above the Line Coaching and Mentoring	Coaching and Mentoring background and research
Outline of program and modules	Goal setting for Coaching and Mentoring
The unique learning process	The principles of goal setting
Key LMA concepts	How to use a Goal Planner
Self assessment	Goal planners
Identifying possible Coaching and Mentoring goals	

### MODULE 01

## Accepting the Challenge

Introduction	Benefits achieved through effective Coaching or Mentoring
The Coach and Coaching	What is Above the Line Coaching?
The Mentor and Mentoring	Plan of action
The person being Coached or Mentored	

### MODULE 02

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

Introduction	Developing listening skills
Effective communication	Above the line questioning
Levels of communication	Achieving mutual understanding through above the line feedback
The benefits of active listening	Action plan
Attitudes for effective listening	
Barriers to listening	

### MODULE 03

## Above the Line Motivation

Introduction	The three types of motivation
Understanding motivation	Basic human drivers
Motivation is personal and internal	The selfs
Developing personal motivation	Action plan

## Course Information

### Delivery Format

ZOOM

### Price

\$00

### Course Duration

4 x 3 Hour  
Fortnightly Workshops  
over 6 Weeks

### Experience Level

Manager or  
Leading a Team

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