BLACKBIRD FOR TRAINING

Mentoring and Coaching

11 – 15 January 2027
Cape Town (South Africa)

UK Traininig
PARTNER



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Introduction

Mentoring and coaching have become essential practices for developing talent and enhancing organizational performance. Institutions that integrate structured mentoring and coaching programs are more likely to build engaged teams, improve employee capabilities, and achieve measurable results at both individual and organizational levels.

This course provides participants with the knowledge and practical tools to act as effective mentors and coaches. It enables them to guide others in unlocking their potential, overcoming workplace challenges, and developing the confidence needed to grow professionally. The program combines theory with practical applications, equipping participants with strategies to adopt a supportive leadership style that drives results.

Course Objectives

- Understand the core concepts of mentoring and coaching.
- Differentiate between the roles of mentor and coach and how they complement each other.
- Develop active listening and powerful questioning skills.
- Build trust-based relationships that encourage growth.
- Apply strategies to motivate individuals toward self-directed learning.
- Conduct effective sessions with clear goals and outcomes.
- Handle challenges and difficult situations professionally.
- Design a personal action plan to strengthen mentoring and coaching skills.

Course Outlines

Day 1: Fundamentals of Mentoring and Coaching

- Introduction to mentoring and coaching in the workplace.
- Key differences between mentoring and coaching.
- Principles of successful mentoring relationships.
- Common pitfalls and how to avoid them.
- Setting clear objectives for sessions.
- Case study discussions and reflections.



Day 2: Communication Skills for Mentors and Coaches

- Developing active listening techniques.
- Using open-ended questions to encourage critical thinking.
- Building mutual trust with colleagues.
- Managing constructive dialogue.
- Addressing resistance to change.
- Practical exercise: role-playing mentoring conversations.

Day 3: Strategies and Models

- Overview of modern mentoring and coaching frameworks.
- Designing personalized development plans.
- Aligning mentoring with organizational goals.
- Encouraging employees to find their own solutions.
- Measuring the effectiveness of sessions.
- Applied group activity and scenario analysis.

Day 4: Handling Challenges

- Navigating difficult situations in mentoring relationships.
- Supporting low-performing employees.
- Managing expectations realistically.
- Overcoming psychological barriers to growth.
- Balancing support with accountability.
- Group simulation of real-world challenges.

Day 5: Application and Final Evaluation

- Conducting a full mentoring or coaching session.
- Reviewing and discussing session outcomes.
- Identifying common challenges and lessons learned.
- Evaluation of performance against set criteria.
- Designing a personal development roadmap.
- Final summary and future steps.



Why Attend This Course? Wins & Losses!

- Acquire essential skills to support individual and organizational growth.
- Enhance leadership capabilities and influence.
- Improve communication and relationship-building skills.
- Build trust with employees and colleagues.
- Learn how to conduct impactful mentoring sessions.
- Apply modern strategies for motivation and development.
- Raise overall performance levels within teams.
- Gain hands-on experience through applied activities.

Conclusion

Mentoring and coaching are not just about providing answers — they are about empowering individuals to discover their own potential and navigate their career paths with confidence. Together, these practices form a strategic approach to leadership that fosters growth, builds stronger teams, and supports sustainable organizational success.

By completing this course, participants will gain practical knowledge of modern mentoring techniques, the ability to conduct effective sessions, and tools to design personalized development plans. With continued practice, mentoring and coaching become embedded as core leadership skills, creating a culture of trust, accountability, and long-term growth.

