Strategic Coaching and Mentoring for Leadership Success Training Course



07 - 11 Dec 2026

Cape town

4600 € (Per Person)

Ref: #LE3800_256740

Course Introduction / Overview:

This course is meticulously designed to transform managers into influential coaches and mentors, unlocking the full potential of their teams and driving organizational excellence. In today's dynamic business environment, the ability to coach and mentor is no longer a soft skill but a critical leadership competency for fostering engagement, innovation, and high performance. This program moves beyond theoretical concepts to provide practical, actionable strategies that can be immediately applied in the workplace. Drawing upon the foundational work of leading experts like David Clutterbuck, a pioneer in the field of developmental mentoring and coaching, participants will explore proven frameworks and techniques. As detailed in works like "Coaching the Team at Work," effective leadership involves creating an environment of trust and continuous learning. BIG BEN Training Center has developed this immersive experience to equip leaders with the tools to build stronger relationships, enhance communication, and cultivate a culture where every team member is empowered to contribute their best work, ensuring sustainable growth and a distinct competitive advantage.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Heads of Departments.
- Human Resources Professionals and Business Partners.
- Project Managers and Program Leaders.
- Executives and Senior Leaders seeking to foster a coaching culture.
- Talent Management and Organizational Development Specialists.
- Individuals identified as high-potential leaders within their organizations.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical Industries.
- Engineering, Manufacturing, and Construction.
- Retail and Fast-Moving Consumer Goods (FMCG).
- Hospitality and Tourism.
- Governmental bodies, public sector agencies, and non-profit organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Human Resources and Talent Development.
- Operations and Production Management.
- Sales and Business Development.
- Project Management Office (PMO).
- Customer Service and Support.
- Research and Development.
- Finance and Administration.
- All departments with managerial and leadership roles.

Course Offerings:

By the end of this course, the participants will have able to:

- Differentiate clearly between coaching, mentoring, training, and managing.
- Apply core coaching competencies such as active listening and powerful questioning.
- Utilize established coaching models like the GROW model to structure effective conversations.
- Develop and sustain productive mentoring relationships within their teams.
- Provide constructive, performance-enhancing feedback with confidence and skill.
- Coach team members through challenging situations and performance issues.
- Foster a culture of continuous learning and development within their department.
- Align coaching and mentoring activities with strategic organizational goals.
- Enhance their emotional intelligence to build trust and rapport with team members.
- Create a personal action plan to integrate coaching and mentoring into their leadership style.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to real-world managerial challenges. We believe that adult learners benefit most from a hands-on approach, moving beyond passive listening to active participation. The course incorporates a dynamic blend of expert-led presentations, facilitated group discussions, and practical exercises. Participants will engage in role-playing scenarios that simulate common coaching and mentoring conversations, allowing them to practice new skills in a safe and supportive environment. Case studies drawn from diverse industries will be analyzed to explore best practices and common pitfalls. Peer-to-peer learning is heavily encouraged through collaborative activities and shared experiences. Throughout the program, continuous feedback is provided by the facilitator and peers to foster self-awareness and skill refinement. This blended learning approach ensures that participants not only understand the theories of coaching and mentoring but also leave with the confidence and competence to implement them effectively within their teams and organizations.

Course Agenda (Course Units):

Unit One: Foundations of Developmental Leadership

- Defining Coaching, Mentoring, and Management.
- The Psychological Principles Behind Effective Coaching.
- Core Competencies of a Successful Manager-as-Coach.
- Understanding the Business Case for a Coaching Culture.
- Distinguishing Between Directive and Non-Directive Coaching Styles.
- Ethical Guidelines and Boundaries in Workplace Coaching.
- Assessing Your Current Coaching and Mentoring Skills.

Unit Two: The Coach's Toolkit: Core Skills and Models

- Mastering the Art of Active and Empathetic Listening.
- Developing Powerful, Open-Ended Questions to Stimulate Thinking.
- Building Rapport and Trust to Create Psychological Safety.
- The GROW Model: Goals, Reality, Options, and Will.
- Applying the STEPPA Model for Performance-Focused Conversations.
- Giving and Receiving Feedback Constructively.
- Managing Emotional Responses During Coaching Sessions.

Unit Three: The Mentoring Relationship for Career Growth

- The Role and Responsibilities of a Mentor and a Mentee.
- Structuring a Formal Mentoring Program.
- Key Stages of a Successful Mentoring Relationship.
- Setting Clear Goals and Expectations in Mentoring.
- Techniques for Guiding Career Development and Succession Planning.
- Leveraging Mentoring for Diversity and Inclusion Initiatives.
- Overcoming Common Challenges in Mentoring Relationships.

Unit Four: Advanced Coaching for Managerial Effectiveness

- Coaching for Performance Improvement and Accountability.
- Navigating Difficult Conversations with Skill and Confidence.
- Addressing Underperformance and Behavioral Issues.
- Coaching High-Potential Employees for Leadership Roles.
- Introduction to Team Coaching and Group Facilitation.
- Using Coaching to Drive Innovation and Change.
- Adapting Coaching Styles for Different Personalities and Cultures.

Unit Five: Embedding a Sustainable Coaching and Mentoring Culture

- Integrating Coaching into Daily Managerial Routines.
- Strategies for Championing Coaching Across the Organization.
- Measuring the Return on Investment (ROI) of Coaching Initiatives.
- Linking Coaching and Mentoring to Talent Management Strategy.
- Developing a Personal Leadership and Coaching Philosophy.
- Creating a Peer Coaching Support Network.
- Final Action Planning and Commitment to Practice.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How does the rise of artificial intelligence and data analytics in performance management potentially alter the human-centric roles of coaching and mentoring for future leaders?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing intensely on the practical application of coaching and mentoring within the specific context of managerial leadership. Unlike programs that remain purely theoretical, our curriculum is built around a "practice-to-perfect" philosophy, where participants spend significant time in role-playing, simulations, and peer-coaching labs that mirror their daily challenges. We emphasize the development of situational fluency, enabling managers to adapt their coaching style to the individual needs of each team member and the specific demands of any situation. The content moves beyond generic models to explore the nuances of coaching for performance, innovation, and career progression. Furthermore, the course places a strong emphasis on the strategic aspect of these skills, guiding participants to not only become effective individual coaches but also to become champions who can cultivate a sustainable coaching culture within their organizations. This strategic lens ensures that the skills learned are not isolated competencies but are integrated into the broader framework of talent management and organizational development, delivering a measurable and lasting impact on both individual and team performance