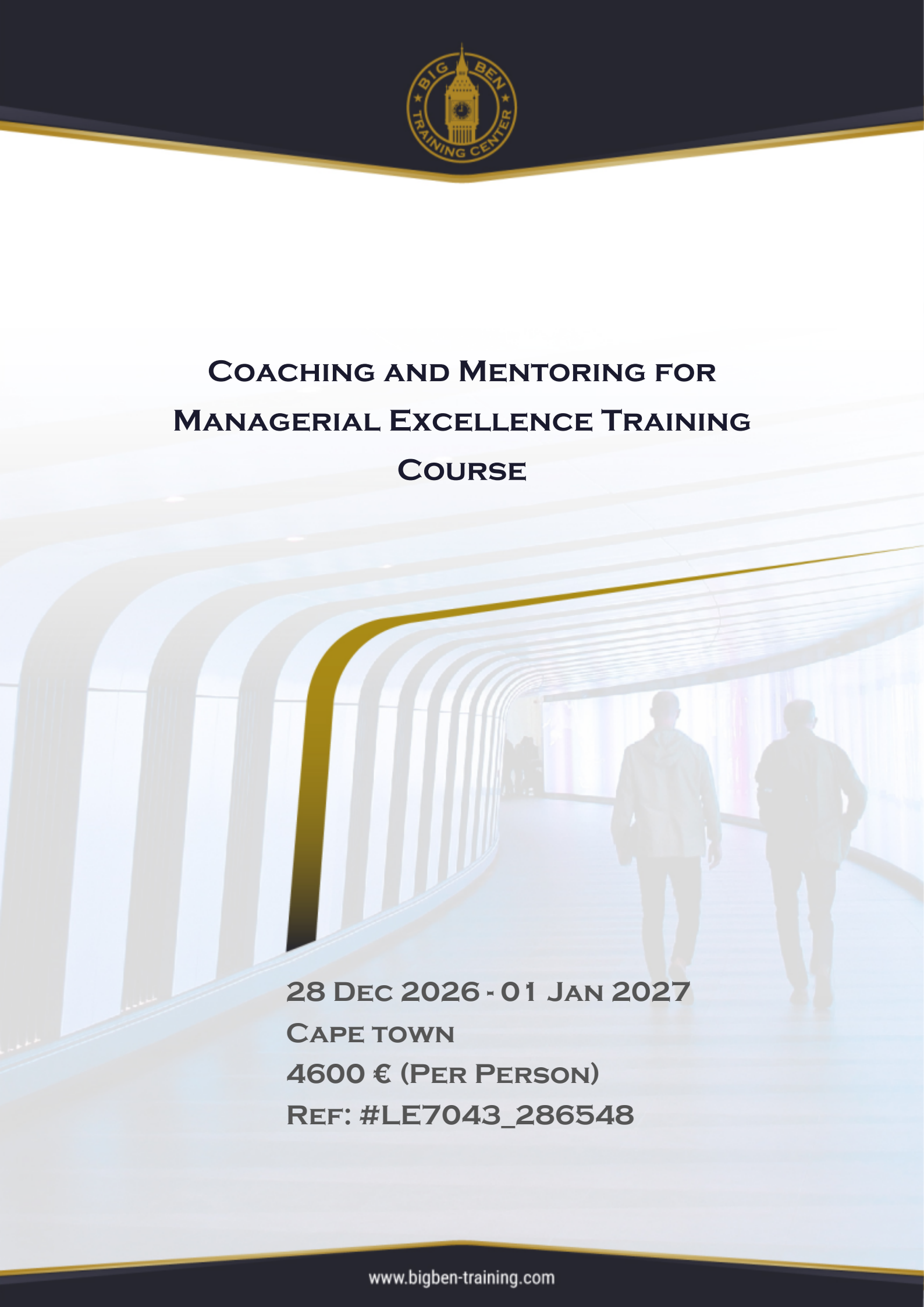
Coaching and Mentoring for Managerial Excellence Training Course



28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #LE7043_286548

Course Introduction / Overview:

This intensive training course is designed to equip managers and leaders with the essential coaching and mentoring skills required to unlock the full potential of their teams. In today's dynamic business environment, traditional command-and-control leadership is being replaced by a more collaborative and developmental approach. This course provides a comprehensive framework for developing a coaching mindset, moving from being a manager who directs to a leader who empowers. We will explore the profound impact of effective coaching and mentoring on employee engagement, performance improvement, and talent retention. Drawing on the foundational work of leading thinkers like David Clutterbuck, a pioneer in the field of developmental mentoring and coaching, participants will gain a deep understanding of the theories and practical applications that drive success. This program, offered by BIG BEN Training Center, delves into practical models and techniques, referencing concepts from seminal works such as "Coaching the Team at Work," to ensure that participants can immediately apply their learning to real-world challenges. This is not just a theoretical course; it is a practical journey towards transforming your leadership style and building a high-performance culture within your organization.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Heads of Divisions.
- Project and Program Managers.
- Human Resources Professionals and Business Partners.
- Executives and Senior Leaders seeking to foster a coaching culture.
- Talent Development and Learning & Development Specialists.
- Individuals aspiring to managerial or leadership roles.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical Industries.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Governmental Bodies and Public Sector Organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Human Resources and Talent Management.
- Operations and Production.
- Sales and Business Development.
- Project Management Office (PMO).
- Customer Service and Support.
- Information Technology (IT).
- Marketing and Communications.
- Finance and Administration.

Course Offerings:

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

- Distinguish clearly between coaching, mentoring, training, and managing.
- Apply structured coaching models like the GROW model to guide performance conversations.
- Utilize powerful questioning and active listening techniques to facilitate self-discovery.
- Deliver constructive and motivational feedback that inspires action and growth.
- Establish and manage effective, trust-based mentoring relationships.
- Adapt their coaching style to different personalities and situations.
- Develop strategies to build and sustain a coaching culture within their teams and organization.
- Handle challenging coaching conversations with confidence and emotional intelligence.
- Set clear goals and create actionable development plans with their team members.
- Measure the impact and return on investment of their coaching and mentoring initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learners gain the most from applying concepts in a practical context. Therefore, this course moves beyond traditional lectures to create a dynamic learning environment. A significant portion of the training will be dedicated to hands-on activities, including role-playing scenarios that simulate real-world managerial challenges, allowing participants to practice coaching and mentoring skills in a safe and supportive setting. We will utilize in-depth case studies of successful coaching cultures in various organizations to analyze best practices and potential pitfalls. Group discussions and peer-to-peer coaching sessions will encourage collaborative learning and the sharing of diverse perspectives. Participants will receive personalized feedback from the instructor and their peers to refine their techniques. The course integrates self-assessment tools, interactive exercises, and action planning sessions to ensure that the learning is not only absorbed but also translated into tangible behavioral changes back in the workplace. Our approach ensures that participants leave with both the confidence and the competence to excel as leaders who coach and mentor.

Course Agenda (Course Units):

Unit One: Foundations of Effective Coaching and Mentoring

- Defining the roles of a coach and a mentor.
- Differentiating between coaching, mentoring, managing, and consulting.
- Understanding the psychological principles behind successful coaching.
- Core competencies of a managerial coach.
- The business case for building a coaching and mentoring culture.
- Assessing your current coaching and leadership style.
- Ethical guidelines and establishing professional boundaries in coaching.

Unit Two: Mastering the Coaching Process and Models

- Introduction to the GROW model (Goal, Reality, Options, Will).
- Practicing the GROW model through interactive exercises.
- Exploring other coaching models like the CLEAR and OSKAR models.
- The art of powerful and insightful questioning.
- Mastering active and empathetic listening skills.
- Setting effective and SMART goals in a coaching context.
- Creating a structured coaching session from start to finish.

Unit Three: Advanced Communication and Feedback Skills

- The role of emotional intelligence in coaching and leadership.
- Building trust and psychological safety with team members.
- Techniques for delivering constructive and motivational feedback.
- The SBI (Situation-Behavior-Impact) feedback model.
- Navigating difficult coaching conversations with confidence.
- Managing resistance and defensiveness during feedback.
- Coaching for performance improvement and addressing underperformance.

Unit Four: Building Effective Mentoring Relationships

- The key differences and synergies between coaching and mentoring.
- Identifying and matching mentors with mentees.
- Establishing roles, responsibilities, and expectations in a mentoring partnership.
- Structuring the mentoring process for long-term success.
- Techniques for career development and succession planning through mentoring.
- Reverse mentoring and its benefits for organizational learning.
- Overcoming common challenges in mentoring relationships.

Unit Five: Strategic Implementation and Fostering a Coaching Culture

- Developing a personal action plan for leadership development.
- Strategies for implementing coaching as a daily leadership practice.
- Steps to create and sustain a coaching culture within your organization.
- Measuring the effectiveness and impact of coaching initiatives.
- Coaching high-potential employees versus the entire team.
- The manager's role in supporting peer-to-peer coaching.
- Continuous learning and self-development as a coach and mentor.

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 might the principles of coaching and mentoring be adapted to lead and develop teams effectively in a fully remote or hybrid work environment?

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

This course distinguishes itself by moving beyond theoretical knowledge to focus on the strategic integration of coaching and mentoring as a unified leadership philosophy. Unlike programs that treat these as separate disciplines, we emphasize their synergistic relationship, teaching managers how to fluidly shift between coaching for performance and mentoring for development. Our curriculum is built on a foundation of practical application, dedicating significant time to role-playing, real-world case studies, and peer-to-peer feedback, ensuring participants build muscle memory for these crucial skills. Furthermore, the course places a strong emphasis on fostering a sustainable coaching culture, providing leaders with a strategic roadmap to embed these practices within their teams and the wider organization. It addresses the nuanced challenges of modern management, such as coaching in a hybrid work environment and leveraging emotional intelligence to navigate difficult conversations. The focus is not just on learning models like GROW, but on mastering the art of powerful questioning and active listening that underpins any successful developmental interaction. Participants will leave not just with new techniques, but with a transformed leadership mindset, ready to empower their teams and drive organizational excellence.