

COACHING AND MENTORING



COURSE OVERVIEW

Coaching is an essential skill for leaders, but for most busy overworked managers coaching is done badly or not at all. This program aims to make coaching a regular informal part of a manager's day so they can work less hard and have more impact.

People should aim to use a coaching approach in day-to-day operations as a way to create a participative style of management. Moving towards a management style that leads to increased employee engagement, results in positive, productive team members.

Adopting a coaching style of management is a very powerful way of achieving more from your most valuable asset – your people.

Whether people need coaching skills to increase business performance, help the organization deal with change or shift business culture, this program is a good place to start.

COURSE OBJECTIVES

Upon completion of this program delegates will be able to:

- *Empower people to take more personal responsibility*
- *Improve employee engagement*
- *Develop skills in effective listening and feedback*
- *Practise the skills of questioning*
- *Identify empathy in coaching skills*
- *Monitor work habits and determine areas for improvement.*
- *Manage change effectively*
- *Improve cross-functional working*

WHO SHOULD ATTEND

This course is valuable for those who want to improve their approach to management coaching and strengthen their listening, questioning and employee engagement skills.

COURSE DURATION

2 Days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The programme is highly interactive and is conducted through facilitator support, group discussion, role-plays, and practical exercises with delegates practicing the coaching skills they have learned during the program.

COURSE OUTLINE

DAY ONE

Laying the foundation

The mentoring relationship

Coaching and mentoring diversity

Guiding principles

Giving constructive feedback

Setting performance plans

Do's and Don'ts of mentoring relationships

Don't tell but ask

DAY TWO

Taking them under your wing

Strategies for coaching

Coaching for development

Giving and receiving feedback

Mentoring versus coaching

Goal setting

Delegation

Two-way conversation

Stereotyping

Setting low expectations

Coaching for career growth

Building on the pillars of commitment

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.