

Coaching and Mentoring Factsheet

What is coaching?

Coaching is a training and development tool used by managers and professionals to help an individual reach their goals. This is done via discussions and reflective practice which results in the individual setting tasks which should ultimately end in goal achievement. For example you may coach an employee on how to network and make new business contacts. The first step would be to talk about the process and any barriers the employee feels they may have. After reflection on how these barriers can be overcome the next step could be to take the employee to a networking event, whilst shadowing them to build confidence. Reaching the end goal would be for the employee to go to a networking event alone and feeling successful by gaining new clients or contacts. This type of development allows for the individual to learn about themselves and their current skill set, prompting them to reflect on their strengths and weaknesses and how best to utilise them or improve upon them.

What is mentoring?

Mentoring is a model usually based around both senior and junior members of staff. It would be expected the junior staff member would have the basic knowledge on a project/subject area but would be looking to gain a greater understanding and deeper knowledge. It allows for knowledge to be passed on and confidence of the junior staff member to grow by having a safe environment for them to carry out their work and learning. This type of training can be a one off or occur on a regular basis as required.

The Role & The Value

These training methods have both organisational and personal gains, the business will thrive and also the individual will gain more confidence which will translate back into their working practices. Mentoring is a free training method which can be delivered in house to increase the skills and knowledge of junior staff members. A huge value of coaching or mentoring is the scope to see somebody grow within your company, a small change can have a huge impact on their work and ensure they are retained within your business. This in turn is a great tool for succession planning. Coaching particularly helps shape the culture of the organisation by enabling open discussion and gives the employees an opportunity to express their feelings or concerns in a non-threatening environment.