

## Coaching & Mentoring

### Participants will learn:

- by practising coaching skills
- the importance of asking, not telling
- to avoid being judgemental
- to show empathy
- to help others to self-discovery
- the art of asking questions
- the differences between coaching and mentoring



1 hour plus debrief



3-12 (up to four groups of 2 or 3 per group)



Any staff requiring a basic introduction to coaching / mentoring



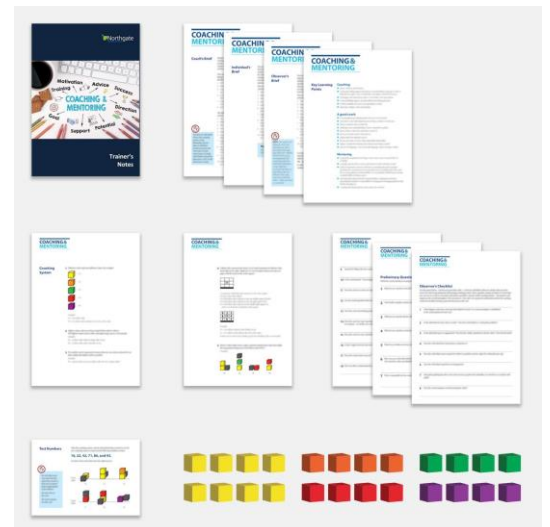
£395 ex vat

■ The role of a coach is to guide, support and encourage – simply ‘telling’ doesn’t always help in the long run. But it’s not that easy! In an engaging scenario, learn from this activity the basic principles and techniques needed to be a successful coach.

The group is divided into sets of three participants:

- a Coach
- an Observer
- an Individual with a ‘system’ to understand

The ‘system’ - a tribal counting system using wood cubes is understood by the Coaches (it’s explained in their Brief) and it is their job to coach the ‘Individual’ in using the counting system. During the coaching session each Observer plays a key role as an impartial third party who records the good and bad points of the session. They also ensure that the coach sticks to the instructions in the brief of *no showing how*, *no telling how* and *no touching the cubes*! The process must be a process of self-discovery, guided by questions and opening up possible approaches. At the end all three give feedback in plenary discussions. How good was the session over all? How well did the coach perform? How well did the individual perform? What are the basic principles and techniques of good coaching? The most difficult part of this activity is for coaches to keep their hands off the cubes, stand back and use only the ‘language’ of coaching to help the individual work things out! A fun exercise with valuable learning for coaches, mentors and anyone wanting to get the best out of others. Full guidance in the Trainer’s Notes.



This new pack complements Northgate's other pack on coaching, *The Coaching Game*. Whereas *The Coaching Game*, through a series of cards, offers a structure for discussing what coaching is all about, *Coaching & Mentoring* progresses the learning through a more direct, hands-on approach. Participants are deeply involved in coaching, being coached or being an objective observer of coaching in action. So they see skills and techniques in action from all viewpoints - the discussion and constructive criticism immediately following the coaching is equally important. In Part Two, there's the option to change roles and coach through a 'real life' situation. The participant interaction of *Coaching & Mentoring* is ideal for developing skills and building confidence at all levels.

## Coaching & Mentoring

### Trainer's Role

- 1 Divide the group into threes – a coach, an individual to be coached and an observer. With odd numbers drop the observer.
- 2 Before the coaching session starts ask all coaches to form one group, all individuals a second group and all the observers a third.
- 3 Issue each group with the appropriate Brief. Allow time to read, discuss and plan for their particular roles in the coaching session.
- 4 Re-form in groups of three - coach, individual, observer and begin the coaching session. Allow 30 - 40 minutes.
- 5 Near the end give each observer a *Test Numbers* card to test the success of the coaching session.
- 6 Form the groups back into plenary and discuss what happened in each coaching session. List the key learning that emerged.
- 7 Issue the Key Points Handout to consolidate the learning.

Trainer's Notes contain full guidance and a mass of back-up information on coaching skills.



### Testimonials

**“** K. Houseman, Consultant  
Great fun and excellent hands-on learning.

**“** P. Kaushal, Hymans Robertson  
Thank you - it worked really well. The art of asking questions rather than telling and active listening really came out well in the reflection part.

**“** M. Miles, Elite Training Intl.  
Another good Northgate game which is challenging but enjoyable and brings out many practical points about mentoring or coaching.

### Pack Contents

- Trainer's Notes
- PDF files for reprinting
- Coaches Briefs
- Individuals' Briefs
- Observers' Briefs
- Test Numbers Card
- Key Points Handout
- Sets of Wood Cubes

### Purchasers

Northern Ireland Police  
Cambridge Assessment  
Michelin Tyres  
Careers South West  
Thames Valley Police  
Bridgend County Council  
BAPCO  
Queen Mary Univ/London  
Napp Pharmaceuticals  
Big Lottery Fund  
Romec  
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### Ordering

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