



Mentor training

Part 4

Coaching

MENTOR SKILLS

Coaching

- Definition
- Basic attitude
- Basic skills

It takes two to tango



Exercise

INDIVIDUAL

- **Search for a situation where you were well coached.**
 - Describe the situation
 - What did the manager do?
 - What was the effect on you?

- **Search for a situation where you have someone well coached**
 - Describe the situation
 - What did you do?
 - Wat was het effect on the other?

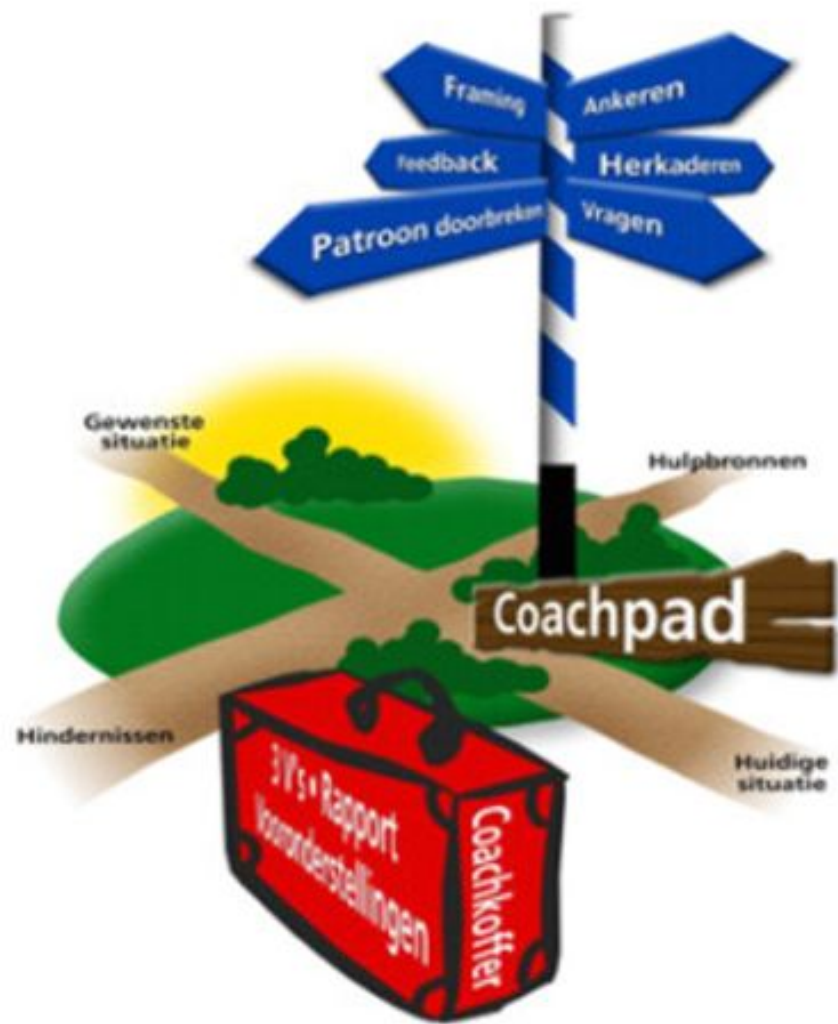
Oefening

EXCHANGING IN GROUPS OF 3

- Exchanging of your experiences with your colleagues
- Search 5 tips to coach successfully
- Write them down on post-its.

Definition: coaching

- A way to develop competences
- In interaction
- Based on equality
- With self-direction and own responsibility



A real coach

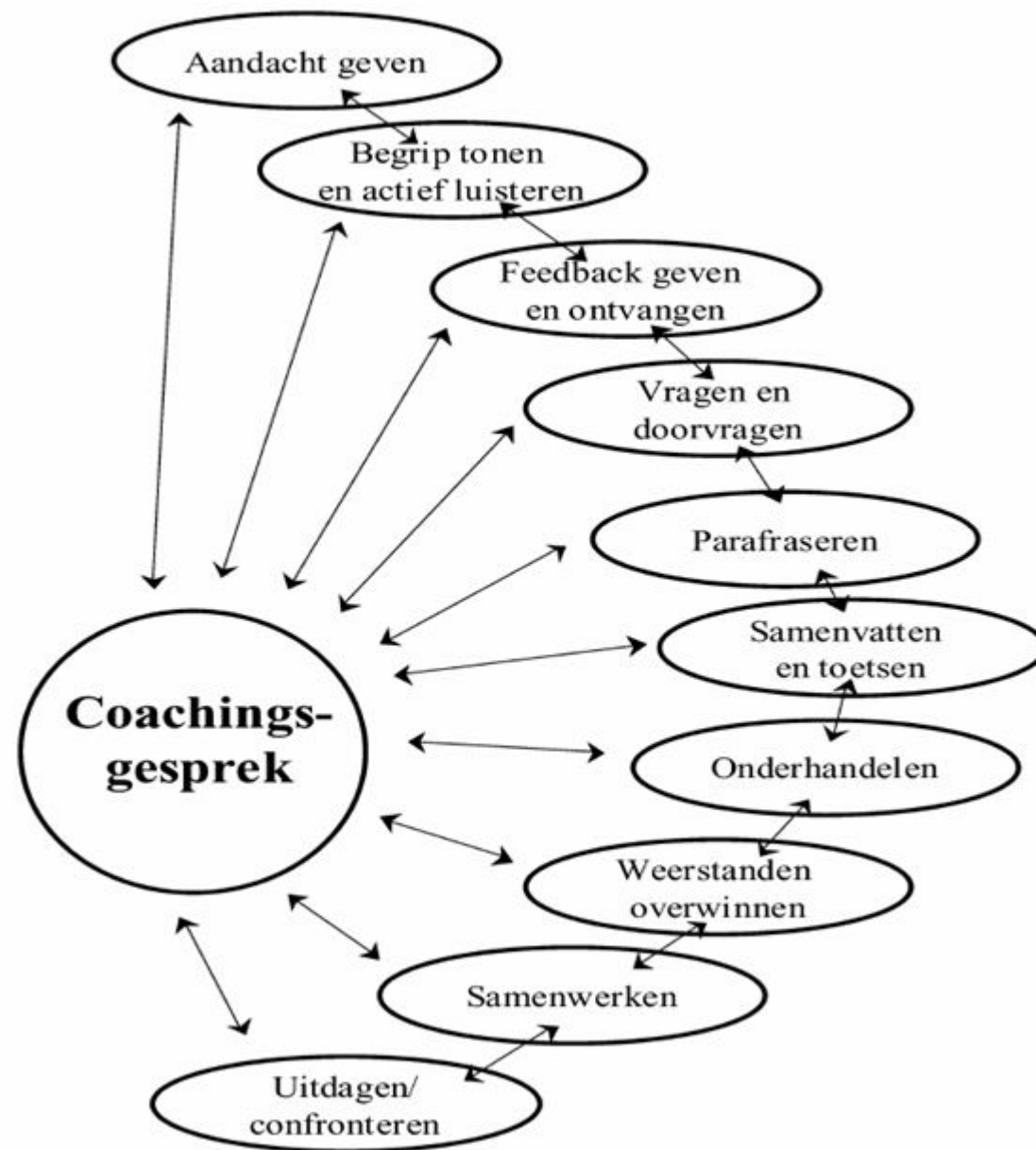
- Works non-directive
- Helps discovering
- Focus on process and result
- Create a partnership
- Believes in the potential of someone

Basic attitude as a coach

- Authenticity → self-disclosure
- Empathy → listening, sympathy
- Unconditional acceptance → don't judge, respect the person

Basisvaardigheden

- Observeren
- Registreren – geheugen
- Feedback geven
- Actief luisteren
- Begeleiden → richting geven
- Reflecteren
- Motiveren



EVALUATION

Evaluation: what?

= judging based on competencies and behavioural indicators.

- **Evaluation of process:** towards the goal (growth)

= evaluate subgoals

- **Evaluation of product :** goal

= evaluate results

Steps

- Gathering of information
- Ordering of information
- Assessing of information
- Formal feedback = evaluation
- Coaching conversation = development conversation

- Self-evaluation by trainee
 - Asking questions and complete where necessary
 - Feedback
- Based on competences

Development conversation (coaching)

Supporting the personal development plan

- Trainee formulates goals in the PDP
- Translate goals to concrete, feasible goals (SMART)

Evaluation

- What did I learn?
- What am I going to do with this course?

Questions?
Concerns? Comments?