

Syllabus

Award, Certificate & Diploma
in Coaching & Mentoring

EXponential
Training & Assessment



Qualifications in: Coaching & Mentoring for supervisors & first line managers

Designed to develop the core coaching skills essential for managing team performance, this programme helps supervisors and first line managers to improve the performance of their teams. Incorporating practical coaching tools and techniques, this programme develops a skill set that will be used virtually every day. The modular format enables supervisors and first line managers to use coaching to develop team-working and to support organisational culture.

Award in Coaching & Mentoring

- Principles, skills and impact of coaching and mentoring



Certificate in Coaching & Mentoring

- Principles, skills and impact of coaching and mentoring
- Coaching and mentoring operational process



Diploma in Coaching & Mentoring

- Principles, skills and impact of coaching and mentoring
- Coaching and mentoring operational process
- Coaching and mentoring relationships
- Coaching and mentoring for individual and team needs
- Completing the coaching and mentoring process
- Coaching and mentoring process evaluation
- Managing team dynamics



Duration:

The Award can be completed in just 4 – 6 weeks, the Certificate in 6 – 16 weeks and the Diploma in 6 – 12 months

Enrolment dates:

Flexible – start when convenient

Delivery Method:

Distance learning and/or in-company

Assessment:

Assessment is by written assignment. For in-company programmes an alternative assessment model can be designed

Professional Institute Membership:

Up to three years studying membership of the Chartered Management Institute

Bonus Resources:

- Use of the Institute's resource library
- Complimentary guide: 'How to Complete your Assignment'

Award in Coaching & Mentoring

The Award in Coaching & Mentoring comprises the following Unit:

| | |
|--|--|
| Unit Title: | Principles, skills and impact of coaching and mentoring |
| Unit Aim: | This Unit is about the core principles, skills and impact of coaching and mentoring on individuals and teams |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the core principles of coaching and mentoring and the role of the coach and mentor | 1.1 Define coaching and its purpose 1.2 Define mentoring and its purpose 1.3 Describe the role of a coach 1.4 Describe the role of a mentor |
| 2. Be able to understand the skills required of a coach and mentor | 2.1 Discuss the elements of communication required of a coach and a mentor 2.2 Describe the need for sensitivity and confidentiality in a coaching and mentoring relationship |
| 3. Be able to understand the impact of coaching and mentoring on individual, team and organisational performance | 3.1 Identify the benefits of coaching and mentoring for the individual 3.2 Identify the benefits of coaching and mentoring for the team 3.3 Identify the benefits of coaching and mentoring for the organisation |

Certificate in Coaching & Mentoring

The Certificate in Coaching & Mentoring comprises the Award in Coaching & Mentoring plus the following Unit:

| | |
|---|--|
| Unit Title: | Coaching and mentoring operational processes |
| Unit Aim: | This Unit is about implementing the coaching and mentoring process and provision of feedback on progress and achievement |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the implementation of the coaching process | 1.1 Discuss methods of coaching available to the coach 2.1 Identify coaching opportunities in the organisational environment 2.2 Describe the coaching process |
| 2. Be able to understand the implementation of the mentoring process | 2.1 Discuss the methods of mentoring available to the mentor 2.2 Identify mentoring opportunities in the organisational environment 2.3 Describe the mentoring process |
| 3. Be able to understand the reviewing of progress and provision feedback | 3.1 Discuss the need for objective and constructive feedback in the coaching process 3.2 Discuss the need for exploratory feedback in the mentoring process 3.3 Discuss the need for confidentiality and ethics in coaching and mentoring sessions 3.4 Identify the achievement of progress and recognise success |

Diploma in Coaching & Mentoring

The Diploma in Coaching & Mentoring comprises the Certificate in Coaching & Mentoring plus the following five Units:

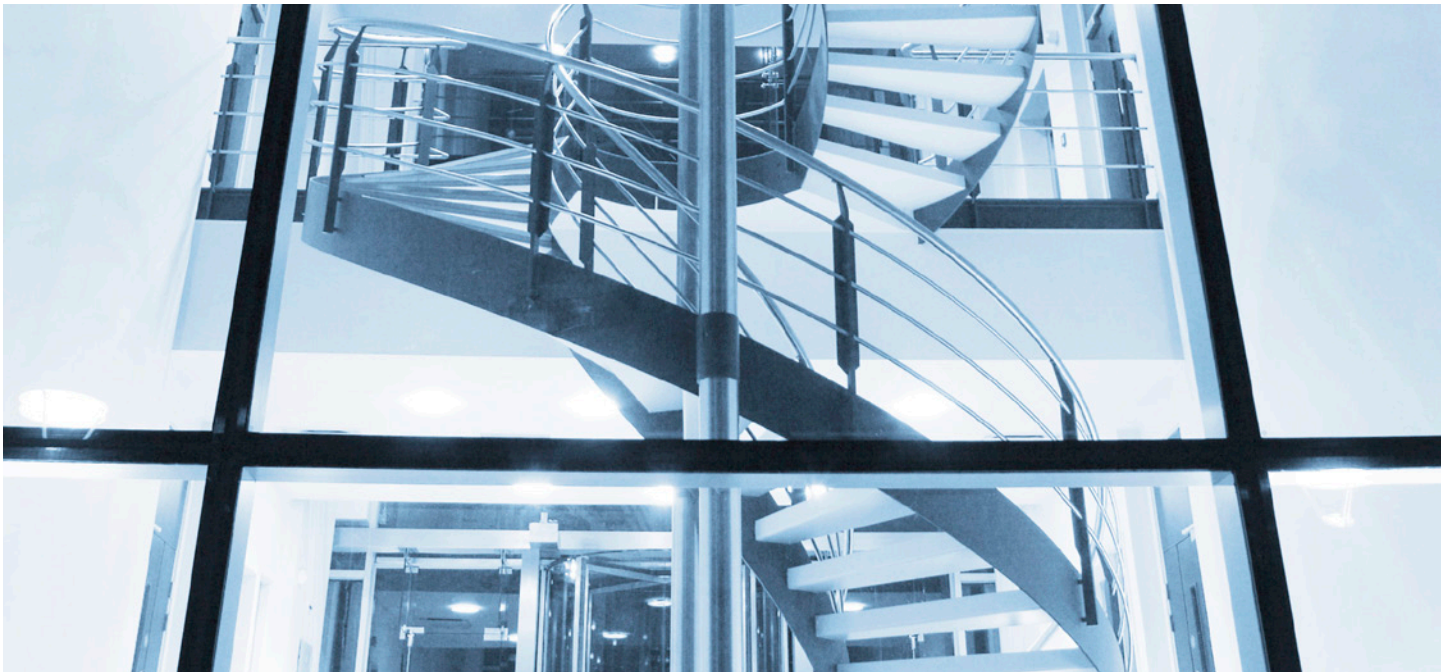
| | |
|--|---|
| Unit Title: | Coaching and mentoring relationships |
| Unit Aim: | This Unit is about developing the coaching and mentoring process based upon an understanding of relationships, goals and possible barriers |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the coaching and mentoring relationships | 1.1 Identify the learning style of the coachee to be used in the coaching process 1.2 Define the relationships between the mentee and the mentor to be used in the mentoring process 1.3 Describe the strengths and opportunities of the coachee 1.4 Describe the strengths and opportunities of the mentee |
| 2. Be able to understand possible barriers to the coaching and mentoring process | 2.1 Explain possible organisational barriers to the coaching and mentoring process and methods to overcome or minimise these barriers 2.2 Explain possible coachee/mentee barriers to the coaching and mentoring process and methods to overcome or minimise these barriers 2.3 Explain possible coach/mentor barriers to the coaching and mentoring process, including dependency in mentoring, and methods to overcome or minimise the barriers |
| 3. Be able to understand the goals of the coaching and mentoring relationship | 3.1 Identify and agree the goals, timescales and ownership of the coaching and mentoring process and the relationship to performance 3.2 Identify and agree the goals, timescales and ownership of the mentoring process and the relationship to performance 3.3 Describe the support available to the coachee and mentee |

| | |
|--|---|
| Unit Title: | Coaching and mentoring for individual and team needs |
| Unit Aim: | This Unit is about understanding what the individual and team need from coaching and mentoring and the construction of a suitable process to meet those needs |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the impact on the individual and team needs of the coaching and mentoring process | <p>1.1 Identify the expected outcome of the coaching and mentoring process on individual needs</p> <p>1.2 Identify the expected outcome of the coaching and mentoring process on team needs</p> <p>1.3 Identify the performance improvements and changes expected from the individual and team at the conclusion of the coaching and mentoring process</p> |
| 2. Be able to understand the individual and team | <p>2.1 Describe current knowledge, skills or behaviours of the individual</p> <p>2.2 Describe current knowledge, skills or behaviours of the team</p> <p>2.3 Identify the gap between current and expected performance in knowledge, skills or behaviour of the individual</p> <p>2.4 Identify the gap between the current and expected performance in knowledge, skills or behaviour of the team</p> |
| 3. Be able to understand the stages of a coaching and mentoring process | <p>3.1 Explain the stages of a coaching process to meet agreed individual or team needs</p> <p>3.2 Explain the stages of a mentoring process to meet agreed individual or team needs</p> |

| | |
|---|---|
| Unit Title: | Completing the coaching and mentoring process |
| Unit Aim: | This Unit is about successfully concluding the coaching and mentoring process and recognising the success achieved |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the skills concluding the coaching process | 1.1 Discuss and review coachee success against individual, team and organisational performance criteria or standards agreed at the process outset 1.2 Identify further areas for development through coaching 1.3 Describe methods to recognise success |
| 2. Be able to understand the skills of concluding the mentoring process | 2.1 Discuss and review mentee success against individual, team and organisational performance criteria or standards agreed at the process outset 2.2 Identify further areas for development through mentoring 2.3 Describe the need to minimise on-going mentee dependency on the mentor 2.4 Describe methods to recognise success |

| | |
|---|--|
| Unit Title: | Coaching and mentoring process evaluation |
| Unit Aim: | This Unit is about evaluating the coaching and mentoring process and identifying development opportunities for the coach, mentor and organisation |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the evaluation of the individual and team in the coaching process | <p>1.1 Identify the knowledge, skills, and behaviours of the coachee which benefit from the coaching process</p> <p>1.2 Identify areas of difficulty experienced during the coaching process</p> <p>1.3 Describe the impact of the coaching on the coachee, team and organisational performance</p> |
| 2. Be able to understand the evaluation of the individual and team in the mentoring process | <p>2.1 Identify the knowledge, skills and behaviours of the mentee which benefit from the mentoring process</p> <p>2.2 Identify areas of difficulty experienced during the mentoring process</p> <p>2.3 Describe the impact of the mentoring on mentee, team and organisation performance</p> |
| 3. Be able to understand the coach/mentor experience gained from the coaching and mentoring process | <p>3.1 Describe the coach/mentor learning gained from the coaching and mentoring process</p> <p>3.2 Identify the coach/mentor areas for development as a result of the coaching and mentoring process</p> <p>3.3 Assess further opportunities for the coach/mentor in support of individual, team and organisational performance development</p> |

| | |
|---|---|
| Unit Title: | Managing team dynamics |
| Unit Aim: | This Unit is about the skills to manage groups and teams, understanding their norms and development, and the skills of managing remote, displaced or virtual teams. |
| Learning outcomes: By the end of this Unit you will: | Assessment criteria: By the end of this Unit you will be able to: |
| 1. Be able to understand the differences between groups and teams | 1.1 Compare differences between a group and a team 1.2 Identify the practical implications of differences between groups and teams for the manager 1.3 Explain situations when the formation of a group and/or a team would be necessary |
| 2. Be able to understand the concept of and informal group norms | 2.1 Identify the definitions of formal and informal group norms 2.2 Discuss the evolution of formal and informal group norms 2.3 Examine the process of changing formal and informal group norms 2.4 Describe the value of formal and informal group norms |
| 3. Be able to understand group development and maturity | 3.1 Discuss the stages of group development and maturity 3.2 Explain factors which could influence the cohesiveness of work groups 3.3 Evaluate the advantages and disadvantages of cohesive work groups |
| 4. Be able to understand management of remote, displaced or virtual teams | 4.1 Discuss the advantages of a remote, displaced or virtual team 4.2 Discuss the disadvantages of a remote, displaced or virtual team 4.3 Analyse the communication and leadership skills required to manage a remote, displaced or virtual team |



Take the next step

Find out more

If you would like to talk to someone about our suite of qualifications all you have to do is call **+44 (0)1455 845071** and you will be put through to someone that can help or email sales@exponentialtraining.com

Get more information by calling

+44 (0) 1455 845071

or visiting www.exponentialtraining.com

Skype enquiries: [exponential.enquiries](https://www.skype.com/en/contacts/exponential/enquiries)

Exponential Training & Assessment Ltd

The Bank, 22 Wood Street, Earl Shilton
Leicestershire, LE9 7ND, United Kingdom

Tel: +44 (0)1455 845071

Fax: +44 (0)1455 842403

Email: sales@exponentialtraining.com

www.exponentialtraining.com

Exponential
Training & Assessment