

Syllabus

Award, Certificate & Diploma
in Management Coaching
& Mentoring

EXponential
Training & Assessment



Qualifications in: Management Coaching & Mentoring for middle managers

Moving beyond the fundamentals of coaching, this programme explores how managers can adopt a coaching management style to develop the performance of their teams. Managers like the practical ideas covered in the learning materials and organisations like the impact the programme has in the work place.

The explanation of various coaching models and practical tools enables managers to select the right approach and tools to achieve the levels of performance and results demanded of them in their job role.



Award in Management Coaching & Mentoring

- Introduction to management coaching and mentoring



Certificate in Management Coaching & Mentoring

- Introduction to management coaching and mentoring
- Management coaching and mentoring and the organisation
- Management coaching and mentoring skills
- Management coaching practice



Diploma in Management Coaching & Mentoring

- Introduction to management coaching and mentoring
- Management coaching and mentoring and the organisation
- Management coaching and mentoring skills
- Management coaching practice
- Personal development as a manager and leader
- Management mentoring
- Management of action learning

Duration:

The Award can be completed in just 4 – 6 weeks, the Certificate in 4 – 9 months and the Diploma in 6 – 15 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 Management Coaching & Mentoring

The Award in Management Coaching & Mentoring comprises the following Unit:

Unit Title:	Introduction to management coaching and mentoring
Unit Aim:	This Unit is about introducing the practice of management coaching and mentoring
Learning outcomes: By the end of this Unit you will:	Assessment criteria: By the end of this Unit you will be able to:
1. Understand the concept and purpose of management coaching and mentoring	1.1 Describe the purpose of coaching in human resources development 1.2 Describe the role of mentoring in management 1.3 Evaluate the difference between coaching and mentoring
2. Be able to determine the use of management coaching and mentoring as a tool in human resources development	2.1 Evaluate the benefits of coaching and mentoring in performance management 2.2 Explain the role of coaching and mentoring in team learning
3. Understand the relationship between coaching and mentoring and organisational objectives	3.1 Analyse the role of a manager as a coach and mentor 3.2 Explain how coaching and mentoring is linked to organisational objectives

Certificate in Management Coaching & Mentoring

The Certificate in Management Coaching & Mentoring comprises the Award in Management Coaching & Mentoring plus the following three Units:

Unit Title:	Management coaching and mentoring and the organisation
Unit Aim:	This Unit is about management coaching and mentoring and its operation within the 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. Understand the impact of coaching and mentoring programmes on the organisation	1.1 Evaluate the benefits of coaching and mentoring to an organisation 1.2 Identify how coaching and mentoring is used by an organisation 1.3 Discuss the organisational and human resource implications of using coaching and mentoring
2. Be able to manage change in the operation of coaching and mentoring	2.1 Evaluate the impact on an organisation of establishing a coaching and mentoring culture 2.2 Identify barriers to change 2.3 Explain how to overcome organisational and individual resistance to the implementation of coaching and mentoring 2.4 Develop a plan to support individuals in the adoption of change
3. Be able to monitor and evaluate the operation of coaching and mentoring within an organisation	3.1 Analyse the role of a manager as a coach and mentor 3.2 Explain how coaching and mentoring is linked to organisational objectives

Unit Title:	Management coaching and mentoring skills
Unit Aim:	This Unit is about the development of skills and learning styles in the management coaching and mentoring
Learning outcomes: By the end of this Unit you will:	Assessment criteria: By the end of this Unit you will be able to:
1. Understand how learning and development styles support the coaching and mentoring practice	<p>1.1 Assess the different learning and development styles of self and individuals</p> <p>1.2 Review and evaluate the impact of the differing learning styles on the development and operation of coaching and mentoring programmes</p> <p>1.3 Construct a development plan to support individual and team styles using coaching and mentoring activities</p>
2. Be able to develop skills as a manager in coaching and mentoring	<p>2.1 Assess current skills of communication and people development to support personal practice of coaching and mentoring</p> <p>2.2 Identify development opportunities to meet personal skills needs to develop own practice</p> <p>2.3 Evaluate skills and practices and produce a personal development plan in relation to coaching and mentoring skills</p>
3. Be able to articulate and develop a coherent ethical framework to support coaching and mentoring within an organisation	<p>3.1 Develop a coherent, congruent statement of ethics for coaching and mentoring programmes and activities</p> <p>3.2 Analyse the impact of personal and organisational values and belief system on the delivery of coaching and mentoring activities</p> <p>3.3 Evaluate the personal coaching and mentoring performance, detailing ways of dealing with beliefs, values, diversity and conflicts of interest</p>

Unit Title:	Management coaching practice
Unit Aim:	This Unit is about management coaching practice and theory
Learning outcomes: By the end of this Unit you will:	Assessment criteria: By the end of this Unit you will be able to:
1. Understand the tools and techniques used in coaching practice	<p>1.1 Explain what is meant by the coaching cycle</p> <p>1.2 Evaluate the use of reflection, self-awareness, dialogue, questioning and listening techniques within coaching activities to achieve behavioural and organisational change</p> <p>1.3 Explain the impact of personalities on the selection of tools and techniques adopted with individuals</p> <p>1.4 Determine when problem-solving techniques are appropriate within coaching activities</p> <p>1.5 Explain the differing techniques needed when coaching different groups of individuals</p>
2. Understand the need to develop relationships to support coaching practice	<p>2.1 Analyse what is needed for successful coaching relationships</p> <p>2.2 Identify how to build the commitment of the individuals to establish a partnership for effective coaching</p> <p>2.3 Establish goals and agree action plans with individuals</p> <p>2.4 Evaluate individuals engagement with the programme through the coaching process</p>
3. Be able to develop coaching interventions to meet organisation requirements	<p>3.1 Discuss the guidelines and protocols for interventions based on accepted coaching theory and practice</p> <p>3.2 Develop coaching interventions against identified organisation objectives</p> <p>3.3 Evaluate the effectiveness of the coaching interventions in achieving organisational objectives</p>

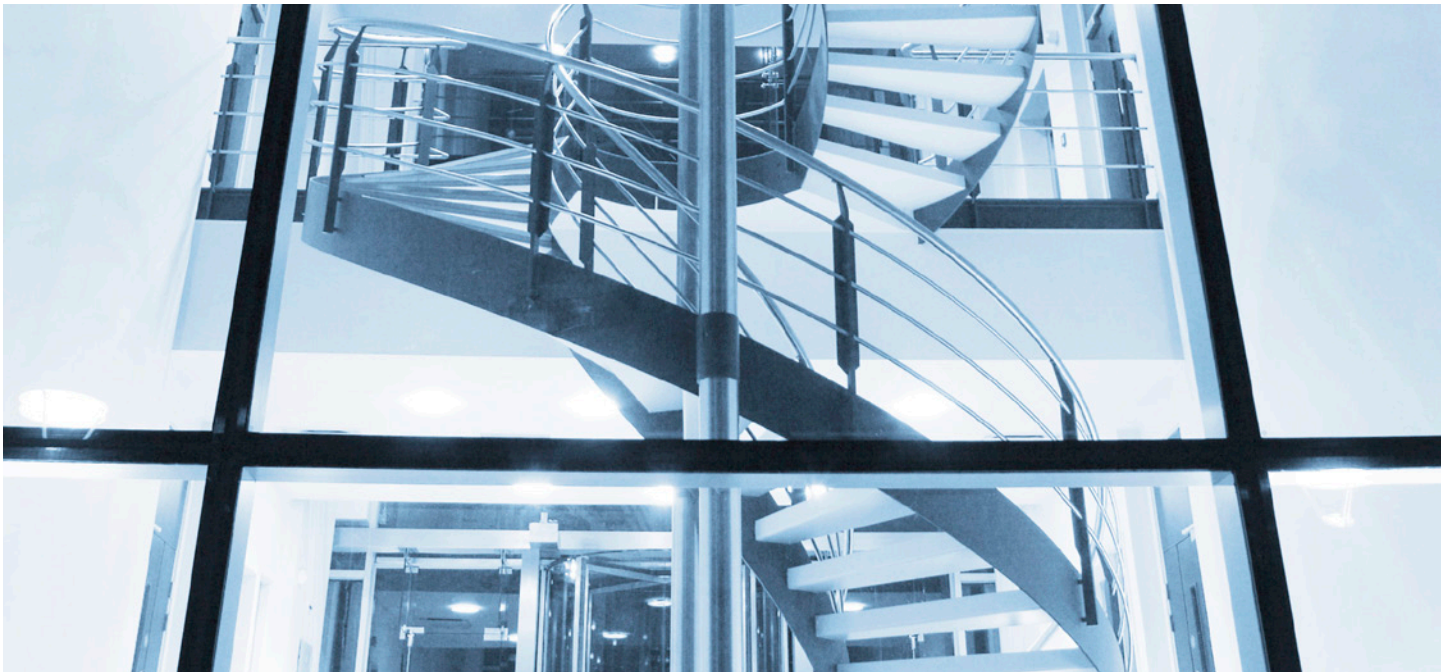
Diploma in Management Coaching & Mentoring

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

Unit Title:	Personal development as a manager and leader
Unit Aim:	This unit is about improving individual management and leadership skills and competencies against objectives
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 assess and plan for personal professional development	1.1 Explain the importance of continual self-development in achieving organisational objectives 1.2 Assess current skills and competencies against defined role requirements and organisational objectives 1.3 Identify development opportunities to meet current and future defined needs 1.4 Construct a personal development plan with achievable but challenging goals
2. Be able to plan for the resources required for personal professional development	2.1 Identify the resource required to support the personal development plan 2.2 Develop a business case to secure the resource to support the personal development plan
3. Be able to implement and evaluate the personal development plan	3.1 Discuss the process required to implement the personal development plan 3.2 Evaluate the impact of the personal development plan on the achievement of defined role requirements and organisational objectives 3.3 Review and update the personal development plan
4. Be able to promote healthy and safe working practices	4.1 Discuss the relationship(s) between healthy and safe working practices and organisational objectives 4.2 Explain the process for conducting a risk assessment 4.3 Identify the actions taken by the manager in dealing with a breach in healthy and safe working practices 4.4 Describe how to communicate responsibilities for healthy and safe working practices to the team 4.5 Discuss relevant records that are maintained to demonstrate that healthy and safe working practices are met

Unit Title:	Management mentoring
Unit Aim:	This Unit is about management mentoring practice and theory
Learning outcomes: By the end of this Unit you will:	Assessment criteria: By the end of this Unit you will be able to:
1. Understand the tools and techniques used in mentoring	<p>1.1 Evaluate the use of reflection, self-awareness, dialogue, questioning and listening techniques within mentoring activities to support behavioural and organisational change</p> <p>1.2 Explain the impact of personalities on the selection of the tools and techniques adopted with individuals</p> <p>1.3 Identify when problem-solving techniques are used when mentoring</p> <p>1.4 Explain the differing techniques needed when mentoring individuals</p>
2. Understand the need to develop relationships to support mentoring practice	<p>2.1 Analyse what is needed for successful mentor relationships</p> <p>2.2 Identify how to build the commitment of the individuals to establish a partnership for effective mentoring</p> <p>2.3 Establish goals and agree action plans with individuals</p> <p>2.4 Evaluate individuals engagement with the programme through the mentoring process</p>
3. Be able to develop mentoring interventions to meet organisational requirements	<p>3.1 Discuss guidelines and protocols for interventions based on accepted mentoring theory and practice</p> <p>3.2 Develop interventions of mentoring to support individuals in the achievement of organisational objectives</p> <p>3.3 Evaluate the effectiveness of the mentoring interventions in achieving organisational objectives</p>

Unit Title:	Management of action learning
Unit Aim:	This Unit is about the management of action learning in the development of individuals and organisational objectives
Learning outcomes: By the end of this Unit you will:	Assessment criteria: By the end of this Unit you will be able to:
1. Understand the practice and operation of action learning against organisational objectives	<p>1.1 Explain the practice of action learning and the role of the manager</p> <p>1.2 Identify the benefits of action learning in the development of individuals</p> <p>1.3 Evaluate the impact of action learning on organisational objectives</p>
2. Be able to facilitate learning through action learning	<p>2.1 Identify mechanisms to monitor that the individual is taking responsibility for their own decisions, actions and learning approach</p> <p>2.2 Establish practices to support individuals to elicit personal and organisational values</p> <p>2.3 Describe how individuals are motivated and encouraged to apply learning to practice</p> <p>2.4 Describe how the individual can be supported to maintain focus and alignment to organisational needs</p> <p>2.5 Identify programmes that integrate the practice of action learning with organisational needs</p>
3. Be able to understand the impact of action learning on organisational objectives	<p>3.1 Evaluate the use of action learning across programmes of learning</p> <p>3.2 Analyse the organisational objectives and the impact of action learning towards achievement</p>



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

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