

EMPLOYEE MENTORING TRAINING PROGRAM

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Describe the difference between mentoring and coaching • Understand the history of mentoring and the importance it plays in business • Explain the benefits of mentoring • Learn how to listen for understanding • Describe the four components that make up effective two communication • Deliver constructive feedback and be able to receive it • Apply new interaction skills when mentoring a protégé 	<p>This program is designed for businesses to help employees with orientation, career advancement, problem solving, coaching and support. Mentors will be able to assist employees with the challenges associated with successful, productive, and meaningful work life.</p> <p>Topics Covered:</p> <p>Mentoring vs. Coaching</p> <ul style="list-style-type: none"> • Definition of Mentoring • What a mentor does • Definition of Coaching • Benefits of Mentoring <p>Communication Skills</p> <ul style="list-style-type: none"> • One way vs. two way • Listening Skills • Barriers to communication • Components of effective two way communication <p>Giving and Receiving Feedback</p> <ul style="list-style-type: none"> • Making it constructive • Guidelines for giving feedback • Choosing the right time to provide feedback <p>Coaching, Counseling, and Mentoring</p> <ul style="list-style-type: none"> • Interaction Skills: Praising, Coaching, and Modeling • Diagnosing Critical Situations • Tips for Mentors <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Participants will learn the history of mentoring and the role it plays in the business world. 2. Learn how to give and receive feedback through effective communication skills. 3. Diagnose critical situations that protégé's face and apply skills learned through role play.