Training on Coaching and Mentoring Skills for Managers and Supervisors

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced business environment, organizations that invest in coaching and mentoring create high-performing teams, improve employee engagement, and develop future leaders. Managers and supervisors play a crucial role in shaping their teams' success, and mastering coaching and mentoring skills is essential for driving professional growth, improving workplace performance, and fostering a culture of continuous learning. This training, "Coaching and Mentoring Skills for Managers and Supervisors," is designed to equip leaders with the knowledge, tools, and techniques needed to support and develop their teams effectively.

Effective coaching and mentoring go beyond simply delegating tasks or providing feedback. It involves active listening, constructive communication, goal setting, and personalized development strategies. When managers adopt a coaching mindset, they empower employees to take initiative, build confidence, and maximize their potential. Similarly, structured mentoring programs create a supportive environment where experienced leaders guide, inspire, and transfer critical skills to less experienced employees.

This course will provide practical frameworks, real-world case studies, and hands-on exercises to help participants master the art of coaching and mentoring in diverse workplace settings. Participants will learn how to set clear expectations, deliver effective feedback, handle performance challenges, and create long-term development plans that align with both individual and organizational goals.

Programme Curriculum

Training on Coaching and Mentoring Skills for Managers and Supervisors

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By the end of this training, managers and supervisors will have a strong foundation in coaching and mentoring strategies that improve employee satisfaction, enhance productivity, and contribute to long-term business success. Organizations that invest in this program will see measurable improvements in leadership effectiveness, team performance, and overall workplace culture.

Course duration
5 Days

Course Objectives

1. Understand the principles and benefits of coaching and mentoring.
2. Develop effective coaching techniques for performance improvement.
3. Implement mentoring strategies to support employee career growth.
4. Foster a coaching culture that enhances team motivation and engagement.
5. Improve communication and active listening skills for better team interactions.
6. Set SMART goals and create personalized development plans for employees.
7. Provide constructive feedback that drives positive behavioral change.
8. Identify and overcome common challenges in coaching and mentoring.
9. Build trust and rapport to strengthen manager-employee relationships.
10. Apply real-world coaching and mentoring case studies to enhance learning.

Organizational Benefits

1. Enhanced leadership and management capabilities.
2. Increased employee engagement, motivation, and job satisfaction.
3. Higher retention rates by investing in employee development.
4. Stronger workplace relationships and team collaboration.
5. Improved performance and productivity across departments.

6. Faster onboarding and skill development for new employees.
7. A culture of continuous learning and professional growth.
8. Reduced conflicts and improved workplace morale.
9. Greater alignment of employee goals with business objectives.
10. Competitive advantage through a well-trained and empowered workforce.

Target Participants

- Managers and supervisors responsible for team development.
- HR professionals involved in talent development and employee training.
- Team leaders looking to improve coaching and mentoring skills.
- Business executives aiming to build a coaching culture.
- Project managers overseeing diverse teams.
- Aspiring leaders preparing for managerial roles.
- Trainers and learning & development (L&D) specialists.
- Entrepreneurs and business owners developing leadership skills.
- Customer service managers seeking to enhance team performance.

Course Outline

Module 1: Foundations of Coaching and Mentoring

1. Defining coaching and mentoring in the workplace.
2. Key differences and when to use each approach.
3. The role of managers and supervisors as coaches and mentors.
4. Building a coaching culture within an organization.
5. Case Study: Google’s Approach to Leadership Coaching.

Module 2: Essential Coaching Techniques for Managers

1. The GROW Model (Goal, Reality, Options, Will) for coaching.
2. Developing active listening and powerful questioning skills.
3. Coaching for performance improvement and skill development.
4. Handling difficult conversations with confidence.
5. Case Study: How IBM Uses Coaching to Drive Employee Success.

Module 3: Mentoring Strategies for Employee Growth

1. Structuring an effective mentoring program.
2. Building strong mentor-mentee relationships.
3. The role of emotional intelligence in mentoring.
4. Providing guidance without micromanaging.
5. Case Study: How General Electric (GE) Develops Future Leaders through Mentoring.

Module 4: Communication and Feedback in Coaching & Mentoring

1. The art of giving and receiving constructive feedback.
2. Overcoming communication barriers in coaching.

3. Using storytelling to inspire and motivate employees.
4. Coaching across different personality types and generations.
5. Case Study: How Netflix Uses Radical Candor for High-Performance Coaching.

Module 5: Overcoming Challenges in Coaching & Mentoring

1. Addressing resistance to coaching and mentoring.
2. Handling underperformance and difficult employees.
3. Managing time constraints and balancing coaching with other duties.
4. Ensuring accountability and follow-through.
5. Case Study: How Microsoft Built a Coaching Culture to Drive Employee Engagement.

Module 6: Measuring Coaching and Mentoring Effectiveness

1. Setting clear coaching and mentoring goals.
2. Tracking progress and measuring impact on performance.
3. Evaluating the ROI of coaching programs.
4. Creating long-term development plans for employees.
5. Case Study: How Deloitte Measures the Success of Its Leadership Mentorship Programs.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com