

Coaching & Mentoring Strategy for Developing Top Talent & Achieving Great Performance

2 day Workshop

(A) Introduction:

A Manager's job is to get results through people and other resources. With many industries dependent on knowledge and service, people and their skills and performance continue to be one of the top concerns of leaders and managers. Leadership also expects their Managers and Supervisors to develop capabilities of their staff.

Most Managers wonder Why coach? Especially Managers themselves have plenty to do and coaching and mentoring requires lot of time. Is coaching worth the investment?

The workshop is designed to address such issues and provide necessary strategies and skills to Managers to enhance performance and skills of their people thereby leading to developing top talent and achieving great performance of people and organization.

(B) Course Objectives and Contents:

- To enable organizations create a culture of performance management, develop human talent, foster skill development through coaching and mentoring;
- To gain/ enhance coaching and mentoring skills;
- To institutionalize coaching and mentoring through development of strategy and process

(C) Course Objectives and Contents:

Following topics will be covered in the 2 day training cum workshop:

A. Coaching

- *Need for coaching*
- *Benefits of coaching*
- *Coaching strategy and process:*
 - *Identifying coaching opportunities*
 - *Planning to coach*
 - *Imparting coaching*
- *Becoming a better coach*

B. Mentoring

- *Coaching vs. Mentoring*
- *Mentoring strategy and process*
 - *Who needs a mentor*
 - *Finding a match*
 - *Boss as mentor?*

- *Becoming an effective mentor*
- *Being a good protégé*
- *Developing a mentoring network.*

(D) What Will You Learn and Gain from the Program:

- Fundamental concepts of coaching and mentoring.
- Coaching and mentoring skills.
- Coaching and mentoring strategy.
- Coaching and mentoring skills to become effective coach and mentor.
- Coaching and mentoring process with practical “How To” approach and tips to either develop and implement process or improve effectiveness of existing process.

(E) Who should attend?

- Leaders and Managers from all functions like:
 - *Marketing;*
 - *Sales,*
 - *Product Development/ Design*
 - *Production*
 - *Maintenance*
 - *Delivery*
 - *Strategy*
 - *Customer service*
 - *Information Technology*
 - *Human Resources*
 - *Business Excellence/ Quality etc.*

(F) Workshop Facilitator - Mr. Sunil Thawani

Mr. Sunil Thawani is the Chief Executive Officer of M/s Quality Indeed Consulting Services. He a leading management professional with about 28 years of hands on experience in the field of Service Quality, Business Excellence (EFQM Model), Strategy deployment and Performance Management, Business Process Improvement (Six Sigma, Reengineering, Gemba Kaizen etc.), ISO:9000, Corporate Governance, etc. He has held senior management positions in manufacturing and service organizations.

He has successful track record of assisting many organizations to successfully transform and improve their business performance in terms of quality, cost, speed, service, accuracy, delivery and win prestigious business excellence awards.

He has the ability to Energise and Engage people with a strong focus on Customer service, system based working ensuring organisation achieves the value and benefits of engagement.

He is the Author of book titled “Business Excellence Awards – Strategies for Winning”. He is Chairman of Continual Improvement sub group, Dubai Quality Group, American Society for Quality (ASQ) Country Counsellor, UAE and 1st Fellow of ASQ in the GCC. His work can be accessed at www.qualitywaves.com

(H) Contact:

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