



Coaching and Mentoring

Coaching and Mentoring - Online
Training Course - CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Coaching and Mentoring training course. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

You are in your office looking over your performance report, and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude, and you know they can do better. You do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled, and you know being frustrated makes matters worse. What do you do?

The online Coaching and Mentoring training course focus on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you can foster a great working relationship with your employees through understanding them and strategic goal setting.

Coaching and Mentoring – E-Learning Course – CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 4 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Coaching and Mentoring training course is suitable for those who want to know more about mentoring and coaching.

Course aims

The online Coaching and Mentoring training course focuses on how to coach your employees to higher performance better. Coaching is a process of relationship building and setting goals. How well your coach is related directly to how well you can foster a great working relationship with your employees through understanding them and strategic goal setting.

Learning outcomes

The learning outcomes of this online Coaching and Mentoring training course are to:

- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals using the SMART technique of goal setting
- Identify the steps necessary in defining the current state or reality of your employee's situation
- Identify the steps in developing a finalised plan or wrapping it up and getting your employee motivated to accomplish those plans
- Identify the benefits of building and fostering trust with your employee
- Identify the steps in giving useful feedback while maintaining trust
- Identify and overcoming common obstacles

What is covered in this course?

This online Coaching and Mentoring training course includes the following:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Module Three: Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Module Four: Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

Module Five: Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

Module Six: Wrapping it All Up

- Creating the Final Plan
- Determining the First Step
- Getting Motivated

Module Seven: The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Module Eight: Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Module Nine: Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Module Ten: Reaching the End

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

Module Eleven: How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Why is this online Coaching and Mentoring training course essential?

Coaching and mentoring have become increasingly necessary in today's time. It is being used for both personal and professional development. Mentoring and coaching help to build a positive and concrete change in individuals and to boost the transfer of knowledge from the coach/mentor to the individual.

In the case of organisations and companies, coaching and mentoring become profoundly beneficial for the career growth of their employees. Thus various entities in their organisational systems have implemented mentoring or coaching.

At the workplace, mentoring or coaching is practised when the management notices that there are employees who must improve their potentials to achieve better in and through their jobs by being more prolific. Those employees who need to strengthen their skills, working behaviour lapses and problems with performance output are trained under the supervision of a coach or a mentor. After assessing the lacunae and shortcomings of a workplace, it is recommended to go either for coaching or mentoring.

[Click Here to Buy this Course](#)



Mandatory Training Group

★ ← →
Learn. Develop. Comply

HOW IT WORKS

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

ACCREDITATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines.



[Click Here to Buy this Course](#)



Mandatory Training Group

WHY CHOOSE OUR ACCREDITED E-LEARNING COURSES?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK



[Click Here to Buy this Course](#)

LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development