

MENTORING AND COACHING



GENTEX[®]
TRAINING CENTER



Introduction

Mentoring and Coaching Training Course develops both capabilities that organisations rely on to grow people from within. Coaching is a structured, goal-focused conversation that builds capability and ownership; mentoring is a longer relationship that shares experience, perspective, and career guidance. Confusing the two leads to conversations that neither develop skills nor transfer wisdom. This program separates them clearly and builds competence in each. It covers listening, powerful questioning, the GROW model, mentoring relationship design, feedback, and ethics. As a result, participants learn to develop others deliberately rather than by instinct. Furthermore, the course covers cross-cultural mentoring and programme design.

Mentoring and Coaching Course Objectives

- Distinguish coaching, mentoring, instructing, and counselling.
- Apply the GROW model for goal-focused coaching conversations.
- Use the OSCAR and CLEAR coaching frameworks.
- Design mentoring relationships with clear purpose and boundaries.
- Practise active listening and reflective summarising.
- Ask powerful questions that build awareness and ownership.
- Give feedback with the SBI and DESC frameworks.
- Coach and mentor through resistance, emotion, and low confidence.
- Manage mentoring ethics, confidentiality, and power dynamics.
- Evaluate coaching and mentoring outcomes and build development programmes.

Course Methodology

- Facilitated sessions built around live coaching and mentoring practice.
- Coaching and mentoring triad practice with observer feedback.

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- Role-play of resistance, career dilemmas, and difficult conversations.
- Group exercises in questioning, listening, and relationship design.
- Case studies of formal and informal mentoring programmes.
- Self-assessment of coaching habits and mentoring style.
- Peer feedback, reflection, and a personal development plan.

Who Should Take This Course

- Managers and team leaders developing people.
- HR, learning, and talent development professionals.
- Internal coaches and formal mentors.
- Project and program managers leading teams.
- Technical leaders developing specialists.
- Senior professionals taking on mentees.
- Consultants supporting talent development programmes.

Mentoring and Coaching Course Outlines

Day 1: Coaching and Mentoring Foundations

- Defining coaching, mentoring, instructing, and counselling.
- When each approach is appropriate, and when it is not.
- The coaching mindset: curiosity, neutrality, and trust in capability.
- The mentoring mindset: experience, perspective, and generosity.
- Ethical boundaries, confidentiality, and power dynamics.
- Core competencies and recognised coaching standards.
- Workshop: coaching and mentoring style self-assessment.





Day 2: Listening and Powerful Questioning

- Active listening at three levels: content, emotion, and meaning.
- Reflective summarising and paraphrasing techniques.
- Silence as a developmental tool.
- Powerful questions: open, curious, and consequence-focused.
- Avoiding leading and advice-loaded questions.
- Scaling questions and future-oriented framing.
- Workshop: practising powerful questions in triads.

Day 3: Coaching with the GROW Model

- The GROW model: goal, reality, options, will.
- Setting a clear coaching goal and session contract.
- Exploring reality without judgement or defence.
- Generating options with divergent thinking.
- Building commitment and accountability at close.
- Comparing GROW with the OSCAR and CLEAR frameworks.
- Workshop: running a full GROW coaching session.

Day 4: Designing and Running Mentoring Relationships

- Designing a mentoring relationship: purpose, scope, and duration.
- Matching mentors and mentees and managing expectations.
- Structuring mentoring meetings and progress reviews.
- Sharing experience without prescribing answers.
- Supporting career decisions and development choices.

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- Handling cross-cultural and cross-generational mentoring.
- Role-play: a mentoring conversation on a career dilemma.

Day 5: Developing Through Difficulty and Measuring Impact

- Coaching through resistance, defensiveness, and low confidence.
- Feedback with the SBI and DESC frameworks alongside coaching.
- Managing stalled relationships and closing them well.
- Measuring coaching and mentoring outcomes and behaviour change.
- Designing formal coaching and mentoring programmes.
- Creating a personal coaching and mentoring development plan.
- Capstone: presenting a coaching and mentoring programme plan.

Conclusion

By successfully completing Mentoring and Coaching Training Course, participants will have acquired the knowledge to distinguish coaching from mentoring, structure coaching conversations with GROW and related models, design effective mentoring relationships, listen deeply, ask questions that build ownership, give developmental feedback, and measure the impact of both practices. They will also understand how to build coaching and mentoring programmes within their organisations. Gentex Training Center delivers this program through applied practice and expert facilitation, helping participants develop others with skill and care.

FAQs for the Mentoring and Coaching course





Q1 What is the "Mentoring and Coaching" course about?

It is a training program that develops both coaching and mentoring capability. It covers the differences between the two, the GROW model, listening and questioning skills, mentoring relationship design, developmental feedback, and programme measurement.

Q2 What are the key benefits of the "Mentoring and Coaching" course?

Participants gain stronger development conversations, more confident staff, and clearer guidance on career decisions. Organizations benefit from faster capability growth, better retention of high-potential talent, stronger internal succession, and a culture where development happens routinely.

Q3 What skills will I gain from the "Mentoring and Coaching" course?

Participants build coaching and mentoring distinction and ethics, active listening and powerful questioning, GROW-model session structuring and mentoring relationship design, and developmental feedback, resistance handling, and programme measurement.

Q4 What tools, methods, or standards are covered in the "Mentoring and Coaching" course?

The course covers the GROW model, the OSCAR and CLEAR coaching frameworks, three-level active listening, reflective summarising, powerful questioning techniques, scaling questions, session contracts, mentoring relationship design templates, the SBI and DESC feedback frameworks, and coaching outcome measurement methods.



Q5 How is the "Mentoring and Coaching" course applied in real-world practice?

Learners apply it by holding structured coaching sessions with team members, running formal mentoring relationships with clear agreements, giving developmental feedback, following up on commitments, and designing internal coaching and mentoring programmes.