



Mentoring and Coaching for Managers

What is Mentoring and Coaching?

Mentoring is a process of building workplace relationships to empower individuals... to develop personal and professional abilities, achieve performance goals at increasingly higher levels, and make progress toward their career goals.

The Communication Style Profile is a tool to assess your preferences on communication styles, flexibility and empathy as seen by others. Participants will fill in one questionnaire and select a number of their colleagues to fill in another set for a computer generated feedback of the participant's ability to understand the differences and needs among people. From that, participants will be given a personal Gameplan to formulate communication strategies for any mentee they want to influence.

Championing for Performance Improvement

The Effective Mentor...

- Coaches and guides through open-ended questions.
- Admits mistakes and shares failures.
- Values trusting and responsible relationships.
- Models organization's culture, core beliefs, values, and tactics.
- Demonstrates a commitment to culturally diverse relationships.
- Incorporates a variety of thinking and skill sets into organizational strategies.
- Demonstrates an authentic commitment of time, energy, planning and resources to mentoring.
- Listens and understands.

Objectives-In this two-day course, participants will:

- Gain awareness of the importance and benefits of mentoring as a supervisory/management role and responsibility
- Develop an understanding of...
 - The mentoring process and how to use it to "grow" people and organizations.
 - The critical success factors/competencies for effective mentoring.
- Identify their own mentoring style and learn how to apply and adapt that style in different mentoring relationships.
- Learn specific tools and techniques to more effectively mentor their people.

Who Should Attend?

Managers, supervisors, team leaders and others who want to learn how they can more effectively mentor and coach their people.

Benefits?

For Mentee

Take charge of his/her own learning
Advance his/her career
Improve his/her performance

For Mentor/Manager

Improve organizational performance
Feel pride in accomplishments of mentees

For Organization

Achieve organizational goals
Build a learning organization
Grow the business

What You'll Leave With

Core Competencies for Effective Mentors:

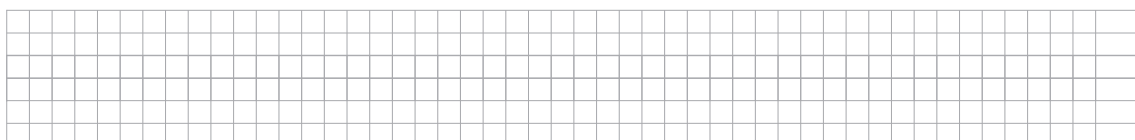
- Coaching
- Counseling
- Teaching
- Role modeling
- Championing

Primary Tools for Effective Mentoring:

- A systematic approach to understanding and applying your own mentoring style
- A proven process for dealing with someone you need to mentor now

Guidelines for Performance Improvement:

- For setting S.M.A.R.T. goals
- For coaching
- For advising
- For training
- For advocating



“Learning to help others be their best has made a great impact on my job satisfaction, as well as on the team’s overall productivity. It’s amazing!”

Eunice Yang
HR Vice President - Motorola Electronics and Communications, Inc.

What You’ll Experience

◆ **Module 1 - Developing a Mentoring Mindset**

Provides an introduction to mentoring and coaching as critical success factors for managers. Major topics include:

- What is “mentoring”?
- The benefits of mentoring
- Characteristics and core competencies of effective mentors
- From performance management to performance empowerment

◆ **Module 2 - Your Mentoring Communication Style**

Focuses on the impact of communication styles on effective mentoring and includes an individual assessment of each participant’s communication style preferences (preworkshop survey and analysis). Specific topics include:

- Persona communication style matrix
- Basic needs of each style
- Behaviors associated with each style
- Influencing others
- Making decisions
- Reacting to stress

◆ **Module 3 - Trust, Empathy, & Flexibility**

Looks at three fundamental elements essential for effective mentoring. Topics include:

- The **Persona** trust model
- Four elements of trust
- Ability for trust building
- What is empathy?
- Flexibility and your communication style

◆ **Module 4 - Performance Improvement: Coaching & Counseling**

Identifies key techniques required for effective coaching and counseling to improve people’s performance. Specific topics include:

- S.M.A.R.T. goals
- Motivating each style
- The importance of feedback
- How to give feedback
- How to minimize the weaknesses of each style

◆ **Module 5 - Performance Improvement: Teaching, Role Modeling & Championing**

Identifies key techniques required for effective teaching, role modeling, and championing to improve people’s performance. Specific topics include:

- The learning process How each style uses time
- Questioning Problem solving
- Persona trust model Championing

◆ **Module 6 - Mentoring Effectiveness**

Reviews and concludes the course. Specific topics include:

- Guidelines for effective
- Traditional management vs. performance empowerment
- The manager’s changing mentors role

REGISTRATION FORM

I would like to register for the Mentoring and Coaching for Managers Workshop On:

Date _____ Location: _____

Name : _____ Name : _____

Title : _____ Title : _____

Name : _____ Name : _____

Title : _____ Title : _____

Organization: _____

Address: _____

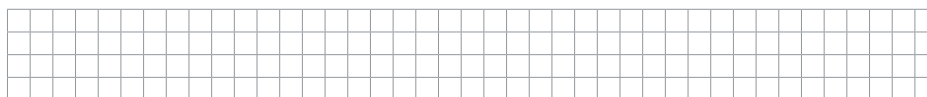
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