

ILM Level 5 Certificate in Coaching & Mentoring Programme

5 day programme plus an induction, tutorial time, supervision, 12 hours of workplace coaching and a review session.

Induction

To include:

- An outline of the qualification, its aims, and the benefits to the individual and the organisation
- The format of the programme – content, hours, attendance style, etc
- The assessment process
- The candidate support resources available, and the roles and responsibilities of participants, centre staff and ILM
- Information on equal opportunities, appeals procedures and support mechanisms
- ‘Getting to know one another activities’
- Introduction to their personal learning style to help us in the delivery of the programme
- Preparation pre-work

Skills Programme

Day 1 - Understanding What Coaching and Mentoring Really Are

- Welcome
- Objectives
- What is coaching and mentoring exactly?
- How do they differ from mentoring other development activities?
- Links to performance management and other activities

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- Coaching as a leadership style
- Coaching as a manager versus coaching as a third party - pros and cons
- How does workplace coaching compare to sports coaching?
- Coaching examples – when can it be used?
- Raising awareness and generating responsibility in coachees/mentees
- Coaching demonstration
- Skills review
- Setting yourself measurable goals for coaching and mentoring
- Goal setting in coaching and mentoring
- Building rapport

Day 2 - Getting To Grips with the Key Skills of Coaching and Mentoring

- Powerful questioning (video)
- Summary and reflecting
- Practice questioning
- Listening in coaching and mentoring - the 3 levels
- Body language
- Adapting coaching and mentoring to meet different learning styles and diverse groups of people
- Giving feedback in a coaching and mentoring scenario
- 'Getting to the point'
- Practice on real issues

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Day 3 - Putting Your Skills into Practice (Real Coaching)

- Coaching demonstrations
- Preparing for peer coaching
- Practice in 2 groups
- Personal development planning
- Review of learning
- The potential benefits of coaching and mentoring
- Ways to achieve business objectives

Day 4 - Making the Case for Coaching & Mentoring

- The growth of coaching and mentoring
- Learning from mentoring
- Schemes in other organisations
- Typical barriers to introducing coaching and mentoring
- The business case for coaching and mentoring
- Who do you need to influence?
- Developing champions
- Learning from good practice/case studies
- Evaluating as you go and return on investment
- Presenting your case
- Dealing with objections
- Assessment requirements and follow up processes
- Evaluation

Day 5 - Honing Your Coaching Skills

- Coaching outside usual work relationships
- Effective contracting for coaching and mentoring
- Awareness of legalities
- Creating the right boundaries
- The physical environment
- Records and resources
- Contracting practice
- Exploring values and beliefs:- the impact of yours on the coachee and those of the coachee on you
- Recognising your coaching and mentoring 'hot buttons'
- Dealing with difficult coaching and mentoring situations, e.g. inappropriate behaviour
- Use of tools
- Continuing Professional Development & Supervision and use of networks
- Enhanced coaching practice and self-assessment

Follow Up

In conjunction with their allocated Azure supervisor, the participants will be expected to identify a range of people with whom they will work to cover both coaching and mentoring situations. Participants are required to clarify clear goals with each person at the start of their coaching/mentoring session. Following each session, the participants must record a reflective learning log for discussion with their supervisor. Feedback about their practice should also be collected directly from coaches/mentees and ongoing personal development needs identified.

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All participants will need to complete a work based assignment, details of which will be given during the induction module. They will need to prepare a proposal for coaching and mentoring in their organisation as well as a coaching diary, partly made up of the reflective learning logs mentioned earlier.

Everyone will also be expected to attend a programme review lasting 2 hours when they have completed the required 12 hours of coaching practice. (The tutorial, additional supervision, 12 hours coaching practice and review session will meet all the criteria of the Unit 5.03).