



TTCAA
Safer Skies

COACHING, COUNSELLING, MENTORING AND EFFECTIVE DELEGATION

Course Description:

To fully appreciate the Management Activities of Coaching, Counselling, Mentoring and Delegation, one must first understand the context within which it must be performed, which is Performance Management.

Performance Management is “an ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the strategic objectives of the organisation. The communication process includes clarifying expectations, setting objectives, identifying goals, providing feedback, and reviewing results.”
(hr.berkeley.edu)

Organisational Key Performance Indicators (KPIs) may be set and discussed by Managers with employees but unless Coaching, Counselling and Mentoring actively occur, on an ongoing basis, to help motivate employees to get them done, the organisation may fall short on fulfilment of deliverables and if this trend continues, lose competitive advantage and become unsustainable.

Delegation is a developmental technique which does not involve passing on to direct reports, the work a Manager does not want to do. It has clear rules, guidelines and steps and both the Manager and employee can gain win-win outcomes when the process works effectively.

Objectives:

By the end of this session, participants will be able to:

- Define Coaching, Counselling, Mentoring and Delegation.
- Locate Coaching, Counselling and Mentoring in the context of Performance Management.
- Understand when to select the right technique for the situation and employee.
- Delineate what Delegation is and what it is not.
- Explain the steps involved in effective Delegation.
- Recognise the authority, accountability and responsibility involved in management in relation to Delegation.
- Use Coaching, Counselling, Mentoring and Delegation to motivate and to encourage employee engagement.

Target Audience:

- Managers
- Supervisors
- Working Professionals

Duration– 3 Days (24 Contact Hours)

Location- TTCAA-CATC

Language- English