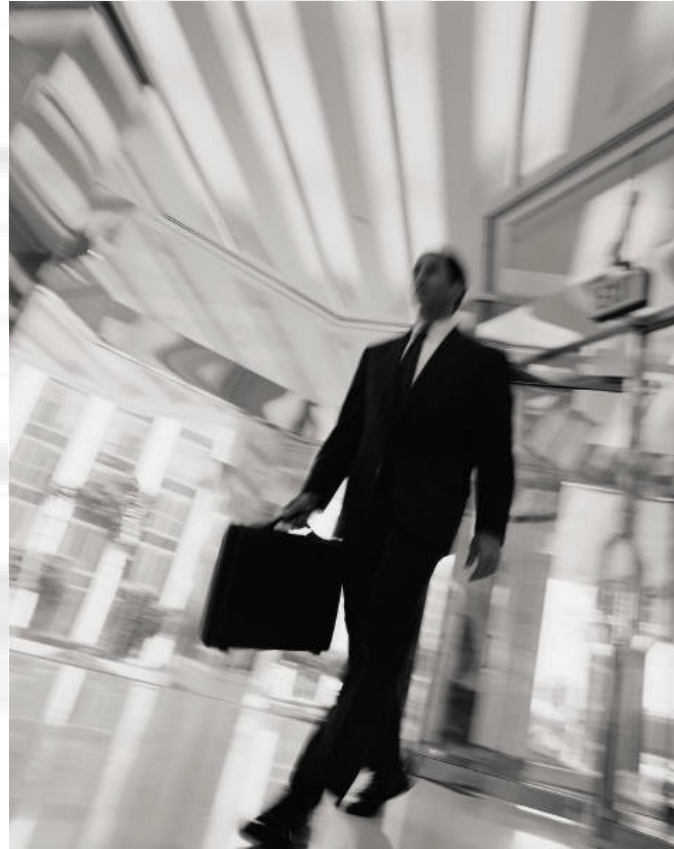




# COACHING and MENTORING





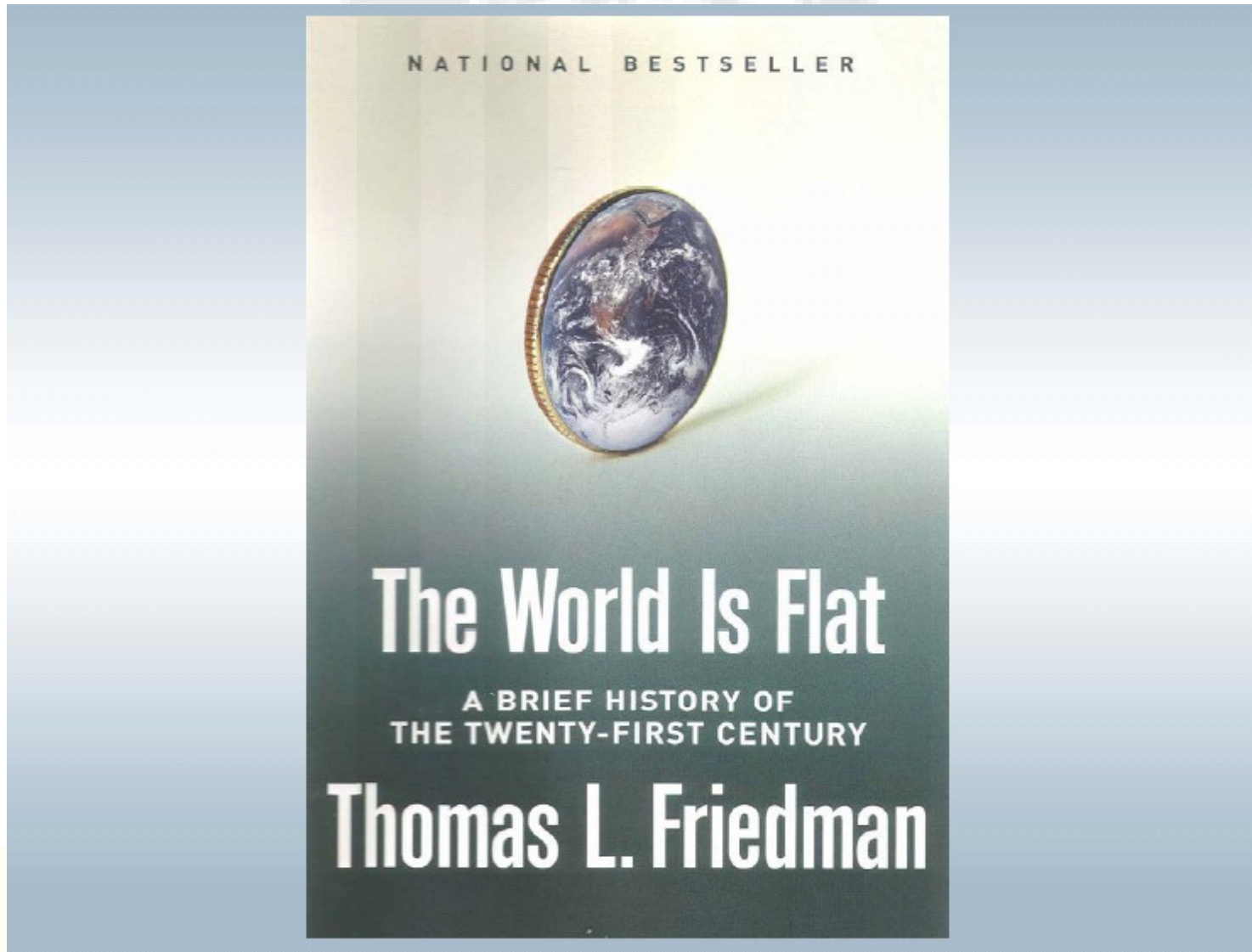
# Learning Objectives

- Coaching – Why? What? How?
- Understand how to get others to higher potential
- How to mentor





Have you read this number one Best Seller ?





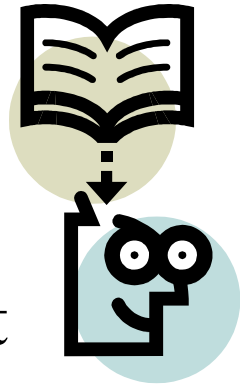
# New World

- Organizations finding out the different strategies needed about Product, Process, People
- Challenging needs ; Innovation and Improvement
- Breakthrough needs





# Employees



Employees are an asset; put on the balance sheet

When people are treated as valid resources they respond in kind. Demonstrating respect and treatment in a supporting environment equals more profits





# Coaching and Mentoring



Organizations should use coaching and mentoring to improve key employees to become the next leaders of the organization. We should always be looking for the person to replace ourselves.

Coaching/mentoring as a developmental process: one on one training, guiding, instructing, observing, modeling, evaluating, and providing corrective actions





# Human Resources

“Many Managers would agree that the effectiveness of their organization would be at least doubled if they would discover how to tap the unrealized potential present in their human resources” -  
-McGregor (79)





# Mentoring

- ❖ ASTD reports that over 75% of executives surveyed indicated mentoring as one of the key factor in their business successes.
- ❖ Business Finance Magazine reports that 77% of the companies credited mentoring with increasing employee retention and performance.







# Coaching and Mentoring



- Coaching: for specific skills, more professional
- Mentoring :Usually 1 to 1, more personal
- The arrangements must be agreed by both parties
- Both require the use of tools and techniques to sharpen their focus and move effectively towards their goals
- Mentoring:
  - for behavior and guiding
  - confidentiality shall be maintained
  - emphasis is on guiding the mentee towards the goal of reaching higher challenges and accomplishments





# Plan of Motivation



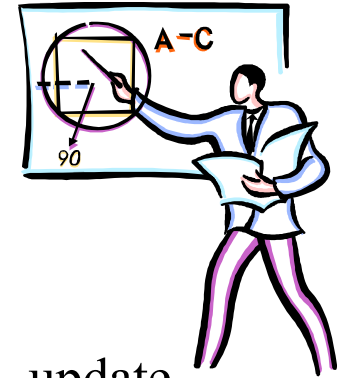
**Different people have different needs:**

“Real winners succeed by learning the needs of other people then appealing to those needs.” Zig Ziglar

“You can get everything you want if you help enough other people get what they want.” Zig Ziglar



# Planning for Success

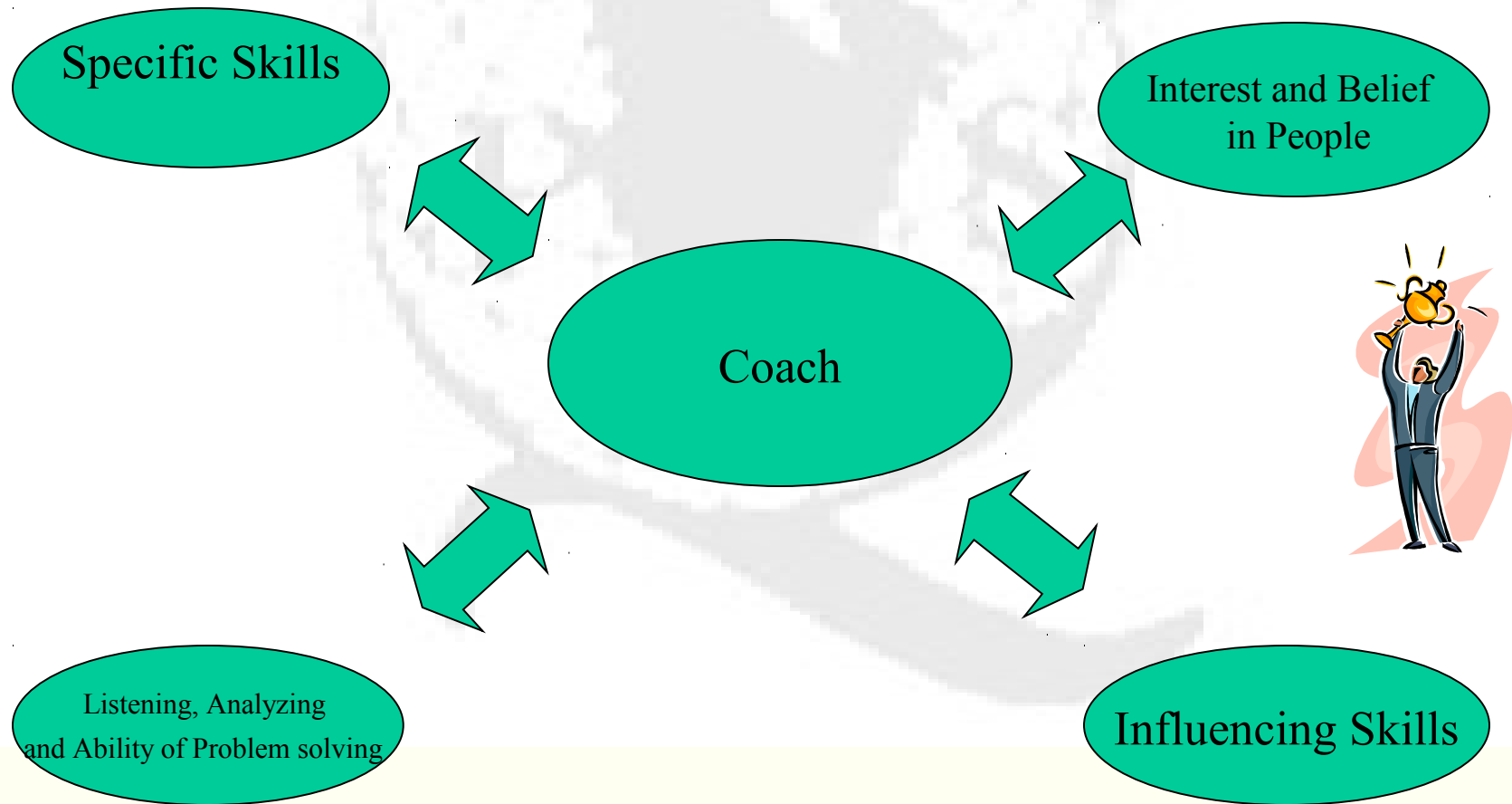


- Decide what you want, Dream, Create a vision/mission/plan, update
- The belief in your vision is key to creating your own destiny
- Have a Positive attitude towards life, people and others
- Expected to make mistakes but do not quit
- Overcome your fears
- **Align your career with passion, values and purpose**
- Continuously gain knowledge and different skills; Be young in the mind
- Build real wealth but make sure to maintain good health and good family life
- Help others by coaching and mentoring





# Qualities of a Good Coach





# Coaching Ability -Categories

- Empathizing Ability
- Listening Skills
- Capacity to confront and challenge
- Problem solving ability
- Feedback Skills
- Capacity to empower
- Mentoring Skills





# Coaching Process

Repeat the  
Cycle





# Initiating Coaching



1. Be clear about what are the issues and what is needed (objectives)
2. Mentally rehearse planned coaching sessions, but always be ready to adapt your approach (plan).
3. Start sessions positively and treat the coachee as an equal.
4. Emphasize your intent to support the coachee in solving issues.



# Selecting a Coaching Style



Using the “**Push**” & “**Pull**” Styles:

**Push:** The coach does most of the talking, guiding and explaining.

**Pull:** The Coachee does most of the talking and the coach does the listening with little guidance.

**Transition Coaching:** A good coach can move back and forth from push to pull as needed. Some people may need to be pushed and guided more than others, but you want to transition them from push to pull. The goal is to move the Coachee from needing a lot of direction and coaching to needing very little.





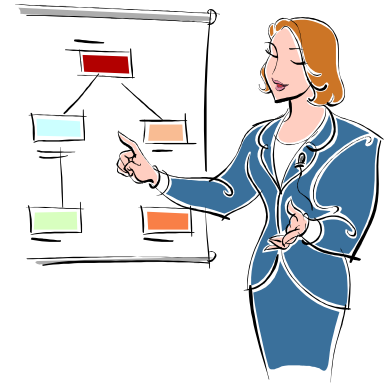
# Following Up

1. Ask what have you learned.
2. Keep spaces in your calendar so you are able to give extra coaching if necessary.
3. Encourage to coach others.
4. Examples for Teams:





# Making Coaching Work



1. Do not try to be perfect, Be realistic.
2. Treat achievements as stepping stones to future success.
3. Treat setbacks as lessons to be learned from, and then move on.
4. At meetings, stick to the agenda, while encouraging suggestions from all parties present.



# Be a Motivational Coach



- Motivate people
- 1001 ways to recognize people



# The Management of Failure



## **The different ways in which different people react to failure:**

- ✓ Some quit after just one failure. Unable to rise from the failure, they scale down their dreams.
- ✓ Others fail and fail again, but keep going, never compromising on the objectives.
- ✓ Failure makes some people more determined to overcome the failures.
- ✓ Failures are a tool for learning. A good coach can teach people how to handle failure creatively.



# Plan



## **The other persons needs:**

- ✓ Find out what others' needs are, help people recognize what they want, then help them decide on how to get it.
- ✓ This is not slapping people on the back and giving rah-rah pep talks, but spending time with them and listening.
- ✓ Find out what motivates them; their children, home and friends, hobbies and what drives them to work and be successful.
- ✓ Identify and then appeal to those needs and wants.
- ✓ Then help them create a plan to achieve these needs.



# Coaching & Mentoring

## Examples:

### Technical:

- Advanced Statistics
- Master Black Belt
- Black Belt

### Management:

- Management skills
- Project Management skills
- Leadership skills

### Others:

- Fellow award
- Master Black Belt
- Getting into Bio Medical
- Getting Certifications ( e.g. CQA, SSBB, RAB-QMSLA)

### Personal:

- Golfing
- Planning a vacation for Japan/China/Africa
- A good retirement





Thank You  
&  
Good Luck!

