Helping Technical People Become Better Mentors

Course Summary

Description

As careers progress, the core technical skillset needs to be augmented with solid human capital development skills: leadership, communication, feedback, delegation and the ability to develop subordinates through appropriate coaching and mentoring. Unfortunately, technical professionals, whose advice are highly worthwhile and sought after, do not always possess the skill and training to serve as effective mentors. This course details the fundamentals of coaching and mentoring. designed for those technical resources that may not have interpersonal communication, listening, coaching, and mentoring among their top areas of expertise.

Topics

- What is the difference? Mentoring, Coaching, Supervising, and Feedback
- Using the S>T>A>R Model (Situation, Task, Action, Result)
- Mentoring Reframing, Objectives, Boundaries, and Habits
- Ensuring Maximum Input and Value
- Using Metrics to keep on Track

Audience

This course is designed for those technical resources that may not have interpersonal communication, listening, coaching, and mentoring among their top areas of expertise.

Prerequisites

There are no prerequisites required for this course.

Duration

One day

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Course Outline

I. What is the difference? Mentoring, Coaching, Supervising, and Feedback

II. Using the S>T>A>R Model (Situation, Task, Action, Result)
- A. Practice Exercise #1
- B. Debriefs

III. Mentoring Reframing, Objectives, Boundaries, and Habits
- A. Ask, Don't Tell
- B. Mentoring is Two-Way
- C. Technical, Behavioral, Industry, and Personal input
- D. Avoiding therapy coaches and gossip!
- E. Setting expectations for follow through

IV. Ensuring Maximum Input and Value
- A. Technical Skills vs. Mentoring Skills
- B. Practice Exercise #2
- C. Debriefs

V. Using Metrics to keep on Track
- A. Goals and Objectives
- B. Role and Goal Clarity
- C. Timelines and Performance Measures
- D. A Three-legged stool with Supervisor
- E. The role of HR
- F. Demonstrating empathy and common experience
- G. Practice Exercise #3
- H. Debrief
- I. Closing Activity and Closing Remarks

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