



ILM Endorsed Coaching and Mentoring Skills for Managers and Supervisors



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Meirc
Training & Consulting

Why Attend

Most managers know, regardless of their levels of experience, that the people-performance issues are the greatest challenges of their jobs. The secret to success is to be able to multiply your effectiveness through others. This course is for professionals who are interested in advancing their supervisory and managerial capabilities using coaching and mentoring skills. The course introduces the core skills and qualifications required to become an ideal coach or mentor, and it describes how the coaching and mentoring processes really work.

Course Methodology

In this course, participants will be engaged in extensive role-plays to help them develop their coaching and mentoring skills. Participants will also conduct mini presentations in front of the groups to demonstrate and share their understanding of the course's material. Individual and group activities will also be used to solve exercises and cases and participants will have the opportunity to assess their personal coaching and mentoring styles using a set of effective self- assessment tools.

Course Objectives

By the end of the course, participants will be able to:

- Define and explain the meaning and the differences between coaching, counselling and mentoring
- Understand why, how and when to apply coaching in a workplace settings
- Understand and explain the benefits of coaching and why sometimes coaching fails
- Analyze and recognize their own coaching styles and how to apply this knowledge in their coaching engagements
- Learn the skills, characteristics and qualifications of the ideal coach
- Improve communication skills to enhance the effectiveness and the quality of coaching sessions
- Learn and apply a variety of coaching strategies, tools and techniques
- Understand the practical application of mentoring and how to create and manage mentoring relationships in the workplace

Target Audience

Managers and supervisors whose responsibilities require coaching and mentoring others with the aim to help them achieve and exceed their performance targets.

Target Competencies

The competencies targeted in this course are:

- Coaching
- Mentoring
- Effective communication
- Active listening
- Questioning skills
- Decision making
- Facilitating growth
- Self-Awareness

Course Outline

- Introduction and definitions
 - What is coaching?
 - Types of coaching
 - Counseling-Coaching-Mentoring – A Continuum
 - Coaching, Counseling, Mentoring – Bridging Gaps
 - Formal and Informal coaching
 - Bossing vs. coaching
 - Importance of coaching
 - Competencies and the personality iceberg
 - Behavioral vs. performance indicators



- Applications, benefits and challenges of coaching
 - Applications of coaching in the workplace
 - The benefit of coaching
 - Why coaching fails?
 - Operational and organizational barriers
 - Why managers do not coach?
 - Coaching mistakes to avoid
- Coaching styles and skills
 - Characteristics of an ideal coach
 - How a good coach is described
 - 7 masterful coaching personality traits
 - Myths and realities
 - Coaching styles: What kind of a coach are you?
 - Seven communication principles for coaching
 - Gather good information with EARS
 - Good habits of effective listeners
- Coaching sessions, strategies and approaches
 - Elements of a good coaching session
 - Pre-coaching checklist
 - Coaching strategies and approaches
 - Five steps of coaching
 - Coaching models: TGROW and SURE
 - SWOT analysis in Coaching
 - The coaching wheel – selected managerial competencies
 - BEST – Preview and review coaching
 - Asking the right questions in coaching
 - Coaching approaches for different behavioral styles (DiSC)
 - Arranging the room for coaching
 - Running the coaching session
- Mentoring
 - What is mentoring? Origin of the word
 - The historical mentor and modern day definitions
 - Myth about mentoring
 - Corporate mentoring
 - Characteristics of mentoring
 - The mentoring impact
 - Practical applications
 - Informal vs. formal mentoring
 - Why mentoring and whom to mentor?
 - Benefits of mentoring
 - Role and attributes of a mentor
 - Mentoring relationships and life-cycle
 - Mentoring meeting and agenda
 - 10 commandments of mentoring



Associations

ILM : ILM is the leading provider of leadership and management qualifications in the UK and part of the wider City & Guilds Group, a global leader in skills development. City & Guilds was established in 1878 and is the oldest and largest awarding organisation in the UK. Meirc is pleased to be a recognized ILM provider. This recognition means that participants who fully attend any Meirc course endorsed by ILM, and successfully pass the assessment administered at the end of the course, will receive a certificate from ILM, in addition to the certificate they receive from Meirc. All delegates enrolled in ILM-recognized courses are also entitled to receive a 12-month FREE ILM studying membership. This free membership gives such delegates access to a wealth of support to help them with their studies and their leadership and management career.



Location & Date

24 - 28 Nov, 2019	Arabic	Dubai	JW Marriott Marquis
29 Mar - 2 Apr, 2020	Arabic	Dubai	To be assigned
30 Aug - 3 Sep, 2020	English	Dubai	To be assigned
22 - 26 Nov, 2020	Arabic	Dubai	To be assigned

Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2019	US\$ 5100
Per participant - 2020	US\$ 5200
Fees + VAT as applicable	UAE Tax Registration Number 100239834300003

Courses in Leadership and Management

Dates	Course Name	Language	Location	Fees
1 - 5 Sep, 2019	Adaptive Leadership: Tools and Tactics	English	Dubai	US\$ 4900
1 - 5 Sep, 2019	The Leadership Challenge Continues®	English	Dubai	US\$ 5200
8 - 12 Sep, 2019	Certified Professional Manager	Arabic	Dubai	US\$ 5200
15 - 19 Sep, 2019	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Riyadh	US\$ 5200
15 - 19 Sep, 2019	Leadership and Communication	English	Riyadh	US\$ 4900
22 - 26 Sep, 2019	Managing Self and Leading Others	English	Dubai	US\$ 4900
29 Sep - 3 Oct, 2019	Organizational Leadership	English	Dubai	US\$ 4900
6 - 10 Oct, 2019	Certificate in Leading Innovation and Organizational Transformation	English	Dubai	US\$ 5200
6 - 10 Oct, 2019	Supervisory Skills	English	Dubai	US\$ 4900
13 - 17 Oct, 2019	Management Skills and Techniques for Engineers	English	Dubai	US\$ 4900
13 - 17 Oct, 2019	Results Based Leadership	English	Dubai	US\$ 4900
20 - 24 Oct, 2019	Certified Professional Manager	Arabic	Dubai	US\$ 5200
20 - 24 Oct, 2019	Certified Team Leader	Arabic	Dubai	US\$ 5200
20 - 24 Oct, 2019	Empowering the Workplace for Greater Impact	English	Dubai	US\$ 4900
20 - 24 Oct, 2019	Leadership and Communication	English	Dubai	US\$ 4900
27 - 31 Oct, 2019	Good to Great Management: The Road Ahead	English	Dubai	US\$ 4900
3 - 7 Nov, 2019	Certificate in Business Decision Models	English	Dubai	US\$ 5200
3 - 7 Nov, 2019	ILM Endorsed Leading and Managing Change	English	Dubai	US\$ 5200
3 - 7 Nov, 2019	Managing Self and Leading Others	Arabic	Dubai	US\$ 4900
3 - 7 Nov, 2019	The Certified Supervisor	Arabic	Dubai	US\$ 5200
10 - 14 Nov, 2019	Adaptive Leadership: Tools and Tactics	Arabic	Dubai	US\$ 4900
10 - 14 Nov, 2019	Leadership and Communication	Arabic	Dubai	US\$ 4900
17 - 21 Nov, 2019	Certified Professional Manager	English	Dubai	US\$ 5200
17 - 21 Nov, 2019	The Power of Leaders	Arabic	Dubai	US\$ 4900
24 - 28 Nov, 2019	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Dubai	US\$ 5200
24 - 28 Nov, 2019	ILM Endorsed Managerial Decision Making and Problem Solving	Arabic	Dubai	US\$ 5200
1 - 5 Dec, 2019	Creative Leadership and Innovative Thinking	Arabic	Dubai	US\$ 4900



Courses in Leadership and Management

Dates	Course Name	Language	Location	Fees
1 - 5 Dec, 2019	Leading a Team of Champions	Arabic	Dubai	US\$ 4900
8 - 12 Dec, 2019	Organizational Leadership	English	Dubai	US\$ 4900
8 - 12 Dec, 2019	The Certified Supervisor	English	Dubai	US\$ 5200
15 - 19 Dec, 2019	ILM Endorsed Middle Management Skills	Arabic	Dubai	US\$ 5200
15 - 19 Dec, 2019	The Leadership Challenge® Workshop	English	Dubai	US\$ 5200
15 - 19 Dec, 2019	Managing Self and Leading Others	English	Dubai	US\$ 4900
22 - 26 Dec, 2019	Certified Professional Manager	Arabic	Dubai	US\$ 5200
22 - 26 Dec, 2019	Leadership and Communication	English	Dubai	US\$ 4900
29 Dec - 2 Jan, 2020	Certified Team Leader	English	Dubai	US\$ 5200
29 Dec - 2 Jan, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	English	Dubai	US\$ 5200
29 Dec - 2 Jan, 2020	ILM Endorsed Managerial Decision Making and Problem Solving	English	Dubai	US\$ 5200
29 Dec - 2 Jan, 2020	The Leadership Program for GCC Executives	Arabic	Dubai	US\$ 5200
5 - 9 Jan, 2020	Good to Great Management: The Road Ahead	English	Dubai	US\$ 5200
19 - 23 Jan, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Dubai	US\$ 5200
26 - 30 Jan, 2020	Certified Professional Manager	Arabic	Dubai	US\$ 5200
2 - 6 Feb, 2020	Certified Team Leader	Arabic	Dubai	US\$ 5200
9 - 13 Feb, 2020	Leadership and Communication	English	Dubai	US\$ 5200
16 - 20 Feb, 2020	ILM Endorsed Leading and Managing Change	English	Dubai	US\$ 5200
16 - 20 Feb, 2020	The Leadership Challenge® Workshop	English	Dubai	US\$ 5200
16 - 20 Feb, 2020	Supervisory Skills	English	Dubai	US\$ 5200
23 - 27 Feb, 2020	Certificate in Leading Innovation and Organizational Transformation	English	Dubai	US\$ 5200
23 - 27 Feb, 2020	Management Skills and Techniques for Engineers	English	Dubai	US\$ 5200
23 - 27 Feb, 2020	The Power of Leaders	Arabic	Dubai	US\$ 5200
1 - 5 Mar, 2020	Certified Professional Manager	English	Dubai	US\$ 5200
1 - 5 Mar, 2020	Results Based Leadership	Arabic	Dubai	US\$ 5200
8 - 12 Mar, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	English	Dubai	US\$ 5200
8 - 12 Mar, 2020	Leading a Team of Champions	Arabic	Dubai	US\$ 5200
15 - 19 Mar, 2020	Managing Self and Leading Others	English	Dubai	US\$ 5200



Courses in Leadership and Management

Dates	Course Name	Language	Location	Fees
22 - 26 Mar, 2020	Managing Up, Down and Across for Better Results	English	Dubai	US\$ 5200
22 - 26 Mar, 2020	The Certified Supervisor	Arabic	Dubai	US\$ 5200
29 Mar - 2 Apr, 2020	Empowering the Workplace for Greater Impact	English	Dubai	US\$ 5200
29 Mar - 2 Apr, 2020	Good to Great Management: The Road Ahead	Arabic	Dubai	US\$ 5200
29 Mar - 2 Apr, 2020	Leadership and Communication	Arabic	Dubai	US\$ 5200
5 - 9 Apr, 2020	Adaptive Leadership: Tools and Tactics	Arabic	Dubai	US\$ 5200
5 - 9 Apr, 2020	Certified Team Leader	English	Dubai	US\$ 5200
5 - 9 Apr, 2020	ILM Endorsed Managerial Decision Making and Problem Solving	English	Dubai	US\$ 5200
5 - 9 Apr, 2020	ILM Endorsed Middle Management Skills	English	Kuala Lumpur	US\$ 5200
12 - 16 Apr, 2020	Certified Professional Manager	Arabic	Dubai	US\$ 5200
12 - 16 Apr, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Cairo	US\$ 5200
12 - 16 Apr, 2020	Organizational Leadership	English	Dubai	US\$ 5200
19 - 23 Apr, 2020	Leadership and Communication	English	Dubai	US\$ 5200
31 May - 4 Jun, 2020	ILM Endorsed Leading and Managing Change	Arabic	Dubai	US\$ 5200
7 - 11 Jun, 2020	Leadership and Communication	Arabic	Dubai	US\$ 5200
7 - 11 Jun, 2020	Supervisory Skills	Arabic	Dubai	US\$ 5200
14 - 18 Jun, 2020	Certificate in Business Decision Models	Arabic	Dubai	US\$ 5200
14 - 18 Jun, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	English	Dubai	US\$ 5200
21 - 25 Jun, 2020	Results Based Leadership	English	Dubai	US\$ 5200
28 Jun - 2 Jul, 2020	Certified Professional Manager	English	Dubai	US\$ 5200
5 - 9 Jul, 2020	Certified Team Leader	Arabic	Dubai	US\$ 5200
12 - 16 Jul, 2020	Transformational Change and Strategic Leadership	English	Dubai	US\$ 5200
19 - 23 Jul, 2020	ILM Endorsed Middle Management Skills	English	Baku	US\$ 5200
19 - 23 Jul, 2020	Leading with Agility and Resilience	English	Dubai	US\$ 5200
9 - 13 Aug, 2020	Leadership and Communication	English	Barcelona	US\$ 5200
16 - 20 Aug, 2020	The Leadership Program for GCC Executives	English	Dubai	US\$ 5200
16 - 20 Aug, 2020	The Certified Supervisor	English	Dubai	US\$ 5200
23 - 27 Aug, 2020	Certified Professional Manager	English	Kuala Lumpur	US\$ 5200



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Dates	Course Name	Language	Location	Fees
23 - 27 Aug, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Dubai	US\$ 5200
23 - 27 Aug, 2020	The Leadership Challenge Continues®	English	Dubai	US\$ 5200
30 Aug - 3 Sep, 2020	ILM Endorsed Managerial Decision Making and Problem Solving	Arabic	Dubai	US\$ 5200
6 - 10 Sep, 2020	Adaptive Leadership: Tools and Tactics	English	Dubai	US\$ 5200
6 - 10 Sep, 2020	Leading a Team of Champions	English	Dubai	US\$ 5200
6 - 10 Sep, 2020	Managing Self and Leading Others	English	Istanbul	US\$ 5200
13 - 17 Sep, 2020	Organizational Leadership	English	Dubai	US\$ 5200
13 - 17 Sep, 2020	Supervisory Skills	Arabic	Riyadh	US\$ 5200
13 - 17 Sep, 2020	The Power of Leaders	English	Dubai	US\$ 5200
20 - 24 Sep, 2020	Leadership and Communication	English	Dubai	US\$ 5200
27 Sep - 1 Oct, 2020	Certified Professional Manager	Arabic	Dubai	US\$ 5200
27 Sep - 1 Oct, 2020	Certified Team Leader	English	Dubai	US\$ 5200
27 Sep - 1 Oct, 2020	Good to Great Management: The Road Ahead	English	Dubai	US\$ 5200
4 - 8 Oct, 2020	Managing Up, Down and Across for Better Results	English	Dubai	US\$ 5200
11 - 15 Oct, 2020	Empowering the Workplace for Greater Impact	Arabic	Dubai	US\$ 5200
11 - 15 Oct, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Riyadh	US\$ 5200
11 - 15 Oct, 2020	ILM Endorsed Middle Management Skills	Arabic	Dubai	US\$ 5200
18 - 22 Oct, 2020	Certificate in Business Decision Models	English	Dubai	US\$ 5200
18 - 22 Oct, 2020	Management Skills and Techniques for Engineers	English	Dubai	US\$ 5200
18 - 22 Oct, 2020	Managing Self and Leading Others	English	Dubai	US\$ 5200
25 - 29 Oct, 2020	Leadership and Communication	Arabic	Dubai	US\$ 5200
1 - 5 Nov, 2020	Certified Professional Manager	English	Dubai	US\$ 5200
1 - 5 Nov, 2020	Results Based Leadership	Arabic	Dubai	US\$ 5200
8 - 12 Nov, 2020	Adaptive Leadership: Tools and Tactics	Arabic	Dubai	US\$ 5200
8 - 12 Nov, 2020	ILM Endorsed Leading and Managing Change	English	Dubai	US\$ 5200
15 - 19 Nov, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	English	Dubai	US\$ 5200
15 - 19 Nov, 2020	Leadership and Communication	English	Dubai	US\$ 5200
22 - 26 Nov, 2020	ILM Endorsed Managerial Decision Making	English	Dubai	US\$ 5200



Courses in Leadership and Management

Dates	Course Name	Language	Location	Fees
	and Problem Solving			
29 Nov - 3 Dec, 2020	Supervisory Skills	English	Dubai	US\$ 5200
29 Nov - 3 Dec, 2020	The Power of Leaders	Arabic	Dubai	US\$ 5200
6 - 10 Dec, 2020	Certificate in Leading Innovation and Organizational Transformation	English	Dubai	US\$ 5200
6 - 10 Dec, 2020	Certified Team Leader	Arabic	Dubai	US\$ 5200
6 - 10 Dec, 2020	Leading with Agility and Resilience	English	Dubai	US\$ 5200
6 - 10 Dec, 2020	Managing Self and Leading Others	English	Dubai	US\$ 5200
13 - 17 Dec, 2020	Good to Great Management: The Road Ahead	Arabic	Dubai	US\$ 5200
13 - 17 Dec, 2020	The Leadership Challenge® Workshop	English	Dubai	US\$ 5200
13 - 17 Dec, 2020	The Certified Supervisor	Arabic	Dubai	US\$ 5200
20 - 24 Dec, 2020	Leadership and Communication	Arabic	Dubai	US\$ 5200
20 - 24 Dec, 2020	The Leadership Program for GCC Executives	Arabic	Dubai	US\$ 5200
20 - 24 Dec, 2020	Organizational Leadership	English	Dubai	US\$ 5200
27 - 31 Dec, 2020	Certified Professional Manager	Arabic	Dubai	US\$ 5200
27 - 31 Dec, 2020	ILM Endorsed Key Managerial Skills for New Managers and Supervisors	Arabic	Dubai	US\$ 5200
27 - 31 Dec, 2020	Transformational Change and Strategic Leadership	English	Dubai	US\$ 5200



Meirc Timeline

