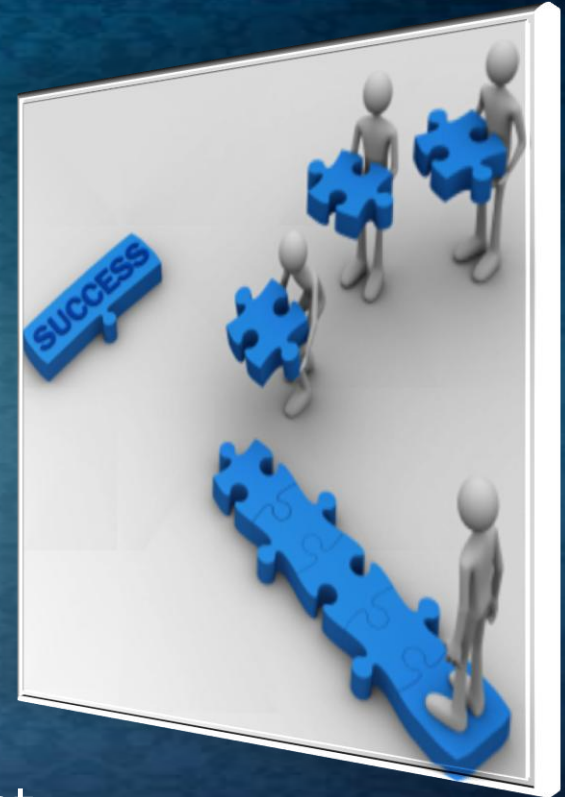


Phases of Coaching & Mentoring

Formulating an Action Plan

Create an Action Plan

- An action plan must include:
 - Define a statement of the current situation
 - Define specific goals
 - Set a timeline with milestones
 - Action steps supporting the plan
 - List out the expected outcomes
 - The coach's role is to periodically meet and provide coaching and critiques



Role Play

- Helping a coachee come up with an action plan to deal with a challenging situation on the personal front that is affecting their productivity



7 Personality Types a Leader/ Coach May Encounter

7 Personality Types

1. The Bulldozer
2. The Dancing Peacock
3. The 'Passive – Aggressive'
4. The Whiner
5. The Cynic
6. The 'Yes Man/Woman'
7. The Mute Spectator

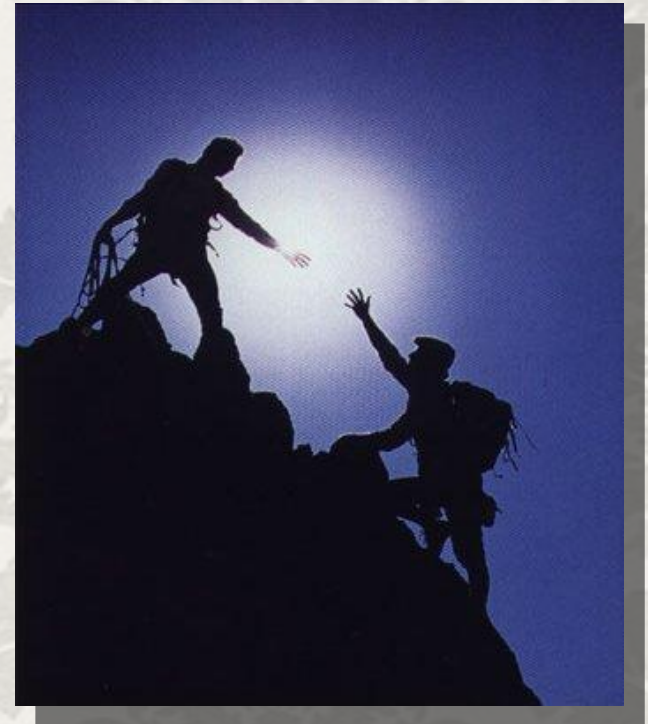




Values of Mentoring and Coaching

Value Based Coaching

- Good coaching, like good parenting, is a way of being as well as doing
- This way of being reflects our values that drive our behaviors



Building a Mentoring Culture

- Accountability
 - Hold people accountable for their action plans
- Creating an environment of open and honest communication
 - Develop a bond with team members
 - Show them that you can be fair in your decision making
 - Encourage everyone to be open about their concerns and differences of opinion



Building a Mentoring Culture

- The power of appreciation
 - Recognize team members whenever possible; even if it is a short e-mail or a couple of words of encouragement
- Demanding improvement
 - Always push the team and its members to perform to their highest potential
- Creating opportunities
 - Create opportunities for people to advance

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