



nars

National Association of Racing Staff



LEVEL 2 TEAM LEADING, COACHING & MENTORING ONLINE

COURSE CONTENT

The qualification is suitable for people who are teaching, coaching or training and/or who need to be able to coach and mentor individuals in a range of settings.

The qualification comprises 5 Mandatory units which cover the following areas:

1. Understanding mentoring
2. Mentoring Practice
3. Engaging Learners in the Learning and Development Process
4. Preparing for the Coaching Role
5. Coaching Skills

STUDY INFO

This course is delivered in weekly sessions, 1pm-3pm, over a 12 week period. The tutor, alongside delivery, will support in the building of portfolios & observations.

The course is generously sponsored by jenningsbet and therefore
FREE for racing industry staff to take part in.

The Course delivery is 1pm - 3pm each week **ONLINE**.

Maximum of 20 per course

To sign up to secure a place please email kevinparsons@naors.co.uk



Week 1: Friday 11th November

Induction and Coaching in the Workplace
Advantages of having new members in the team
The purpose of induction for effective integration and performance
Company procedures for induction
Support systems (eg mentoring/buddy system) and their effectiveness

Week 2: Friday 18th November

Induction and Coaching in the Workplace
Differences between coaching and training and when each is appropriate
Coaching techniques to build confidence and performance in the workplace
Techniques for stretching individuals to fulfil their potential

Week 3: Friday 25th November

Induction and Coaching in the Workplace
Methods to avoid and overcome failure in coaching
Use of constructive feedback and techniques to promote positive attitudes
Supervised practice or simulation to develop the ability to apply knowledge and skills

Week 4: Friday 2nd December

Understanding Mentoring
Nature and role of mentoring
Personal factors which can inhibit responsiveness to mentoring
Practical barriers to mentoring
Ways to overcome practical barriers to mentoring

Week 5: Friday 9th December

Understanding Mentoring
Characteristics of effective mentoring
Importance of respect
The importance of building a mentoring relationship
Appropriate behaviour
Inappropriate behaviour

Week 6: Friday 16th December

Understanding Mentoring
Development outcomes that can be met through mentoring
Examples of appropriate outcomes
Nature and purpose of, and best practice in agreeing, learning outcomes



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COLLEGE

Week 7: Friday 6th January

Developing Mentoring Skills
Agreeing learning outcomes for mentoring
Characteristics of an effective mentoring plan

Week 8: Friday 13th January

Developing Mentoring Skills
Use of a mentoring diary to record mentoring activity and reflect on own performance
Definition of effective listening
Basic difference between telling and asking and implications for appropriate mentoring
Appropriate communication skills
Models for giving and receiving feedback
Ways to handle mentees personal problems arising during mentoring sessions
What to do if there are any problems in the mentoring relationship

Week 9: Friday 20th January

Developing Mentoring Skills
Good practise in reviewing own performance
Role of the supervisor in supporting the mentors development
Basic characteristics of an effective mentoring plan
Recording and assessing learning through mentoring
Use of mentoring diary to record mentoring activity and reflect on own performance

Week 10: Friday 27th January

Methods of Communication in the Workplace
Explain the importance of effective communication in the workplace
Outline the possible impacts of poor communication in the workplace
Identify methods to communicate in the workplace
List the advantages and disadvantages of identified communication methods
Identify barriers to communication and explain how these could be overcome

Week 11: Friday 3rd February

Understanding Effective Team Working
Identify the characteristics of an effective team and the advantages of working in a team
Identify possible barriers to effective team working

Week 12: Friday 10th February

Understanding Effective Team Working
Outline the possible effects of identified barriers on the team
Explain how to create and maintain an effective team