



SPD
SALFORD PROFESSIONAL
DEVELOPMENT



ILM LEVEL 5 CERTIFICATE AND DIPLOMA IN COACHING AND MENTORING

Delivered by Salford Professional Development, a wholly owned subsidiary of the University of Salford.



Overview

Why coaching and mentoring?

A skilled coach or mentor is an invaluable asset to any organisation. As well as increasing confidence and motivation, ILM's coaching and mentoring qualifications improve management performance, conflict resolution and communication and interpersonal skills.

Our latest research has found that coaching and mentoring can positively impact the workplace in a variety of ways:



Stronger Teams



Support for talented employees



Align people with company



Inclusive culture



Improved employee engagement



Improved staff retention

Accreditation **ilm** by City & Guilds

Accredited to an ILM (Institute of Leadership and Management) Level 5 in Coaching and Mentoring.

The Certificate and Diploma in Coaching and Mentoring are ideal qualifications for managers with significant responsibility for coaching and mentoring as part of their day-to-day role.

They are also designed to develop learners planning to move into a development role or start a career as a freelance coach and mentor.

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.



Programme Structure

Module One

- / What is coaching, and the differences between coaching and mentoring.
- / The benefits of coaching for you and your organisation.
- / The skills and attributes of a safe and effective coach.
- / Understand and apply underpinning psychological concepts that support coaching, including Neurological Levels, NLP and Transactional Analysis.
- / How to begin a coaching conversation, apply effective models such as GROW, OSKAR and SUCCESS, and pose effective coaching questions.
- / Hold professional standard coaching and mentoring conversations in a safe, supervised environment, and receive feedback.
- / Identification of when coaching is, and is not, an appropriate approach.

Programme Structure

Module Two

- / Apply coaching strategies to create a culture of innovation and excellence.
- / Consider how to develop people in line with the performance management process.
- / Understand the coaching process, use key models to hold both formal and informal coaching conversations.
- / Consider motivational strategies and coach/mentor team members with varying potential.
- / Examine how to use coaching conversations to develop individual professional goals and career plans to motivate team members.
- / Identify how to integrate coaching and mentoring into your leadership to support the needs and objectives of the business; the art of 'Curb-side-Coaching'.
- / Develop a set of coaching tools in a real-world business case that can be utilised in different situations.
- / Understand best practices in the evaluation of coaching and mentoring, including cutting edge methodology in measuring ROI.
- / Learn and apply supervision best practice in order to provide Formative,
- / Normative and Restorative supervision support to other coaches and mentors in the organisation.

Benefits

How does this benefit an individual?

- / Get a critical understanding of the role and responsibilities of the workplace coach and mentor.
- / Deepen your understanding of how coaching and mentoring can impact an organisation.
- / Be able to assess your own skills, behaviours and knowledge as a coach and mentor.
- / Provide evidence of your own development as a coach and mentor through the qualification.
- / Plan your further development.
- / Plan, deliver and review coaching and mentoring in your organisation.

What is the impact on your employer?

- / Understand the importance of leading.
- / Ensure the managers you develop as coaches are properly equipped with the skills, knowledge and ethical understanding they need.
- / Develop a coaching and mentoring culture in your organisation.
- / Encourage managers to provide effective support for the development of others and improve their performance.

ILM Level 5 Effective Coaching and Mentoring Quick Facts

Programme	//	Effective Coaching and Mentoring
Accrediting Body	//	Institute of Leadership and Management
Level	//	5

Certification

Delivery Days

- / Module 1 – 3 days
- / Module 2 – 2 days

Assignments // 3 assignments

- / Understanding skills, principles and practice of Effective Coaching and Mentoring within an organisational context
- / Undertaking Effective Coaching or Mentoring exercise within an organisational context
- / Reviewing own ability as a Coach or Mentor within an organisational context

Coaching/Mentoring Hours

- / Minimum of 18 hours
- / Minimum of 2 and maximum of 3 coaches

Diploma

Delivery Days

- / Module 1 – 3 days
- / Module 2 – 2 days

Assignments // 3 assignments

- / Understanding skills, principles and practice of Effective Coaching and Mentoring within an organisational context
- / Undertaking an extended period of Effective Coaching or Mentoring exercise within an organisational context
- / Reviewing own ability as a Coach or Mentor within an organisational context

Coaching/Mentoring Hours

- / Minimum of 54 hours
- / Minimum of 4 and maximum of 9 coaches



TUTOR PROFILE

REBECCA COLLINS

Rebecca Collins is an honorary fellow of the University of Salford Business School. She is a chartered member of CIPD and holds an MSC in Leadership & Organisational Change and a Post Graduate qualification in Organisation Design & Development. Rebecca has been working as an accredited CMI and ILM Leadership and coaching tutor for over 10 years and is working with the University to develop successful bespoke deliveries of courses to meet specific business needs across a diverse range of sectors from healthcare to construction. Prior to her tutoring career, Rebecca held several organisational design and people-focused roles including Head of Diversity at West Yorkshire Police and an Organisational Development Manager role within a Healthcare Trust.