



SPD
SALFORD PROFESSIONAL
DEVELOPMENT



ILM LEVEL 7 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 7 in Coaching and Mentoring.

This intensive programme designed for –

- / Managers and business professionals who want to develop their expertise and credibility in the fields of coaching and mentoring.
 - / Professionals aiming at establishing coaching at an organisational level.
 - / Managers aspiring to be a professional coach.
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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.

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.

Module Three

- / 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.
- / Heron's Interventions.
- / Matching your style to the needs of the client.
- / Review of learning and interim coaching practice.
- / Creating a coaching culture – benefits, costs, and strategy.
- / Sharing of best practice stories, successes and barriers faced.
- / Using a coaching style of management, increasing ownership and accountability.
- / Potential individual, operational and organisational barriers to minimise or overcome them.
- / Developing your personal profile to position yourself as an effective executive coach.
- / Co-supervised coaching sessions: Coaching, being coached and providing feedback.
- / Using coaching to enhance performance and raise awareness to help move people through change.



Learning Outcomes



Know how to review and build the context, strategy, culture and processes for coaching and mentoring at a senior and strategic level.



Understand and analyse different coaching and mentoring models and their impact.



Learn how to evaluate the effectiveness of coaching and mentoring in an organisation.



Critically review your own communication skills, emotional intelligence, interpersonal skills and values, to assess your competence as a coach or mentor.



Plan deliver and review coaching and mentoring contact with clients.

Benefits

How does this benefit an individual?

- / Develop powerful inspirational communication, listening and questioning skills.
- / Generates increased openness to opportunities for personal learning and development.
- / Ability to create targeted performance improvements for self, individuals and teams in a business.
- / Support others through change and become resilient when challenged. Develop self-awareness and improved leadership capabilities.

What is the impact on your employer?

- / Demonstrates commitment to individuals and their development to achieve higher performance and productivity.
- / Implement coaching in complex working environments or at a senior and strategic level in your organisation.
- / Ensure that your organisation's coaches and mentors are properly equipped with the skills, knowledge and ethical understanding.
- / Benchmark your organisations approach against the latest best practise.
- / Measurable impact from coaching and mentoring sessions carried out as part of this qualification.

ILM Level 7 Effective Coaching and Mentoring Quick Facts

Designed for those learners who are coaching or mentoring clients working in a senior or complex role within their organisations and/or with responsibilities which may include (for example) significant management of resources, people, strategy or operations.

Programme // Executive & Senior Level Coaching & Mentoring
Accrediting Body // Institute of Leadership and Management

Certification

Delivery Days

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

Assignments // 3 assignments

- / Understanding the Principles and Practice of Effective Coaching and Mentoring at an Executive or Senior Level
- / Undertaking Coaching OR Mentoring at an Executive or Senior Level
- / Reflecting on your ability to Perform Effectively as a Coach or Mentor at an Executive or Senior Level

Coaching/Mentoring Hours

- / Minimum of 20 hours
- / Minimum of 2 and maximum of 3 coaches

Diploma

Delivery Days

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

Assignments // 3 assignments

- / Understanding the Principles and Practice of Effective Coaching and Mentoring at an Executive or Senior Level
- / Undertaking and Extended Period of Coaching OR Mentoring at an Executive or Senior Level
- / Reflecting on your ability to Perform Effectively as a Coach or Mentor at an Executive or Senior Level

Coaching/Mentoring Hours

- / Minimum of 60 hours
- / Minimum of 6 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.

