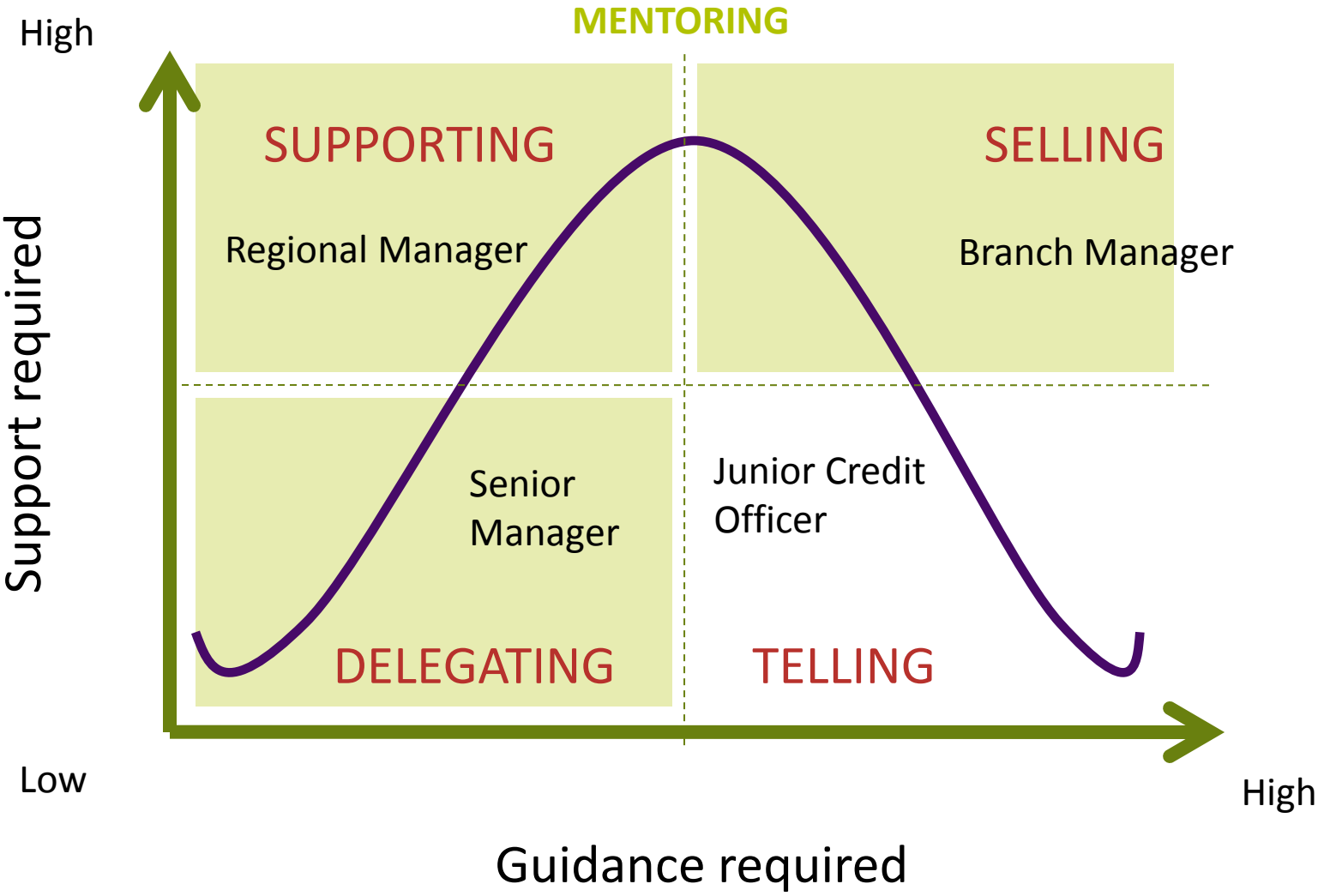




# Role of coaching and mentoring

Staff professional development

# Hersey-Blanchard Situational Leadership Theory



# What is mentoring?



**Mentoring** is a way to support people and organizations in achieving their business goals, basing on Mentee's potential and making use of knowledge and experience of Mentor.

# Mentor skills



Coaching

Questioning

Listening

Reflecting

Opinions

Diagnosing

Assessing

Normalizing

Advising

Knowledge

Solutions

Resources

Empowering

Acknowledging

Encouraging

Celebrating

# Coach skills



## Coaching

Questioning

Listening

Reflecting

## Empowering

Acknowledging

Encouraging

Celebrating

# What is coaching?



**Mentoring** is a way to support people and organizations in achieving their business goals, basing on Mentee's potential and making use of knowledge and experience of Mentor.

# What is coaching?



**Coaching** is a way to support people and organizations in achieving their business goals, basing on Client's potential.

# Coaching skills and process



Coaching

Empowering

Questioning

Acknowledging

Listening

Encouraging

Reflecting

Celebrating

Purpose



Reality



Plan



Action



Review

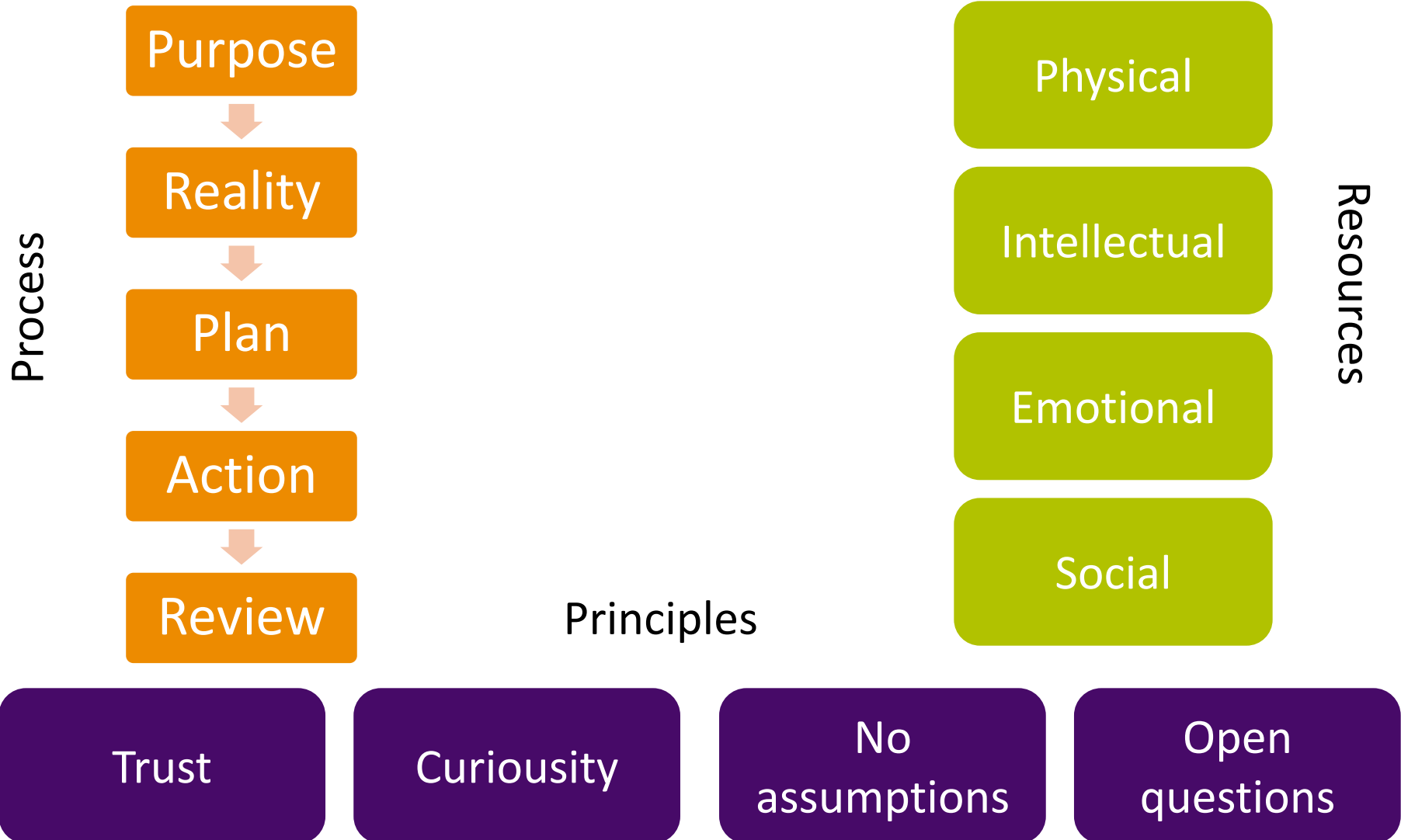


# Coaching demo



- What was the nature of the conversation?
- What type of questions were asked?
- What were the other elements observed?

# Coaching model



**As „client“:**

Choose one of your life roles

WIFE, FATHER, MANAGER,  
WOMAN, EMPLOYEE,  
COLLEAGUE, FRIEND

**Think about your „ideal“  
moment in this role...**

**As a coach:**

Ask your client about his „ideal“ moment in  
the role:

**If everything is possible, how it would be to  
be an ideal .... ?**

**Ask questions:**

What are you like as „ideal“ ...?

How do you behave?

What do you know?

How do you feel?

What do people around you think about you?

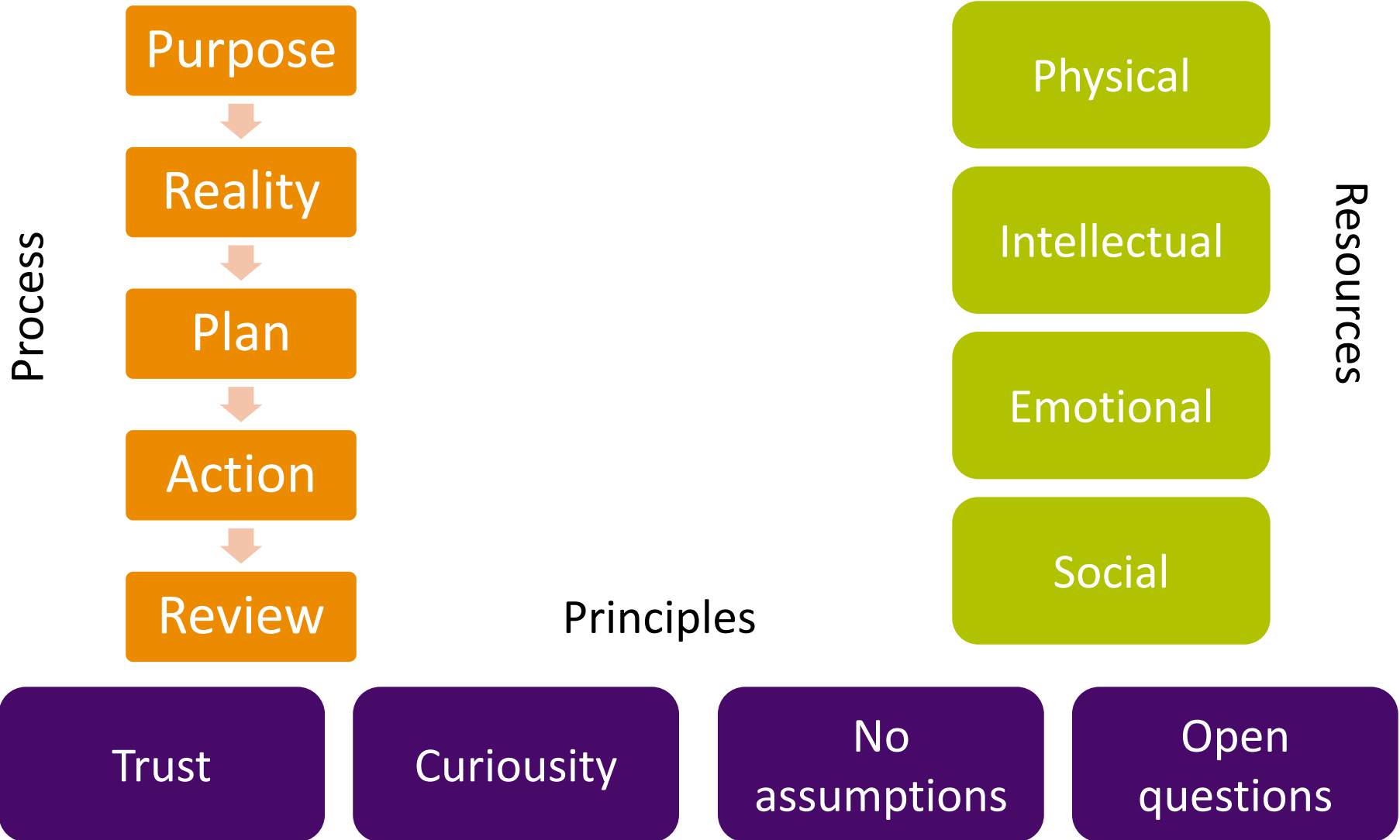
What do you give to other people?

What do you receive for yourself?

What do you influence the environment  
around you? What changes?

**BE CURIOUS!!!**

# Coaching model



# Mentor skills



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# What when?



- Mentoring or coaching?
- External or internal?

# MFC offer



- External mentoring for senior staff
- External coaching for middle and senior staff
- Mentoring training
- Coaching training

# THANK YOU!



**Microfinance Centre**

Ewa@mfc.org.pl

www.mfc.org.pl

Courtesy of:

