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| Title: | **Reviewing own ability as a management coach or mentor** |
| Level: | **5** |
| Credit value: | **3** |
| Unit guided learning hours: | **7** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Be able to assess your own skills, behaviours and knowledge as a coach and mentor
 | 1.11.2 | Conduct an evidenced assessment analysis of your own ability as a coach and/or mentor relating to knowledge, skills and behavioursUsing this analysis critically review your strengths and weaknesses in relation to your skills, behaviours and knowledge as a coach or mentor |
| 1. Be able to critically review and reflect on the effectiveness of your own practice as a coach or mentor
 | 2.12.22.32.4 | Critically review the coaching activity undertaken looking at the process, patterns and outcomesCritically evaluate your own skills as a coach or mentor focussing particularly on your self-awareness, approach, communication skills, and relationship managementDiscuss how you ensure your coaching or mentoring is ethical and non-judgementalProvide evidence of reflecting on actual coaching or mentoring activity by using examples and evidence |
| 1. Be able to demonstrate how you have developed and how you plan to develop in the future as a coach or mentor
 | 3.13.23.3 | Explain and reflect on the effectiveness of tutorial supervision Provide evidence of how you have recorded and logged your own progress and development as a coach or mentorProvide a linked and relevant plan for your future development for a minimum of the next twelve months |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To enable managers to review their ability to perform effectively as management coaches or mentors. |
| Unit review date | 31/03/2017 |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Coaching & Mentoring 2012 NOS: LSI CM01, LSI CM02, LSI CM03, LSI CM04, LSI CM05, LSI CM08, LSI CM09 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Learning and Skills Improvement Service (LSIS) |
| Equivalencies agreed for the unit (if required) | D5.02 – Reviewing own ability as a management coach or mentor |
| Location of the unit within the subject/sector classification system | 15.3 - Business Management |
| Name of the organisation submitting the unit | Institute of Leadership & Management |
| Availability for use | Restricted to City & Guilds |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Skills, abilities, knowledge of an effective coach and mentor
* Models of reflective practice (e.g. Kolb, critical incidents, arcs of attention)
* SWOT and PESTLE Analysis
* Self assessment tools and techniques
* Coaching and mentoring codes of conduct (e.g. Association for Coaching, EMCC, etc)
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| 2 | * Non-combative challenging strategies to alter inappropriate attitudes and behaviour
* Recognition of client needs beyond coach’s competence (personal social or psychological problems, learning difficulties or disabilities) and available support services
* Negotiation strategies and techniques
* Factors determining workplace relationships – organisational, task and personal – and their impact on work performance and the coaching or mentoring process
* Strategies and techniques for addressing and improving poor personal relationships in the workplace
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| 3 | * Verbal and non-verbal communication skills (questioning, listening, analysis of non-verbal communication, reflection and summarising skills), in person, by telephone and by email
* Nature and value of networks, analysis of personal networks and development of networking skills
* Managing self and time to build and sustain networks
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