

COACHING AND MENTORING

TODAY'S NEED FOR COACHING AND MENTORING

In any sized workplace, coaching and mentoring can be used as a cost-effective means of ensuring that employees, team members, emerging leaders, and even experienced managers, are equipped to achieve organizational goals. Coaching and mentoring are typically perceived as a benefit to the individual employee, but they also have significant value to the overall organization. At their core, coaching and mentoring are about awareness and responsibility. Managers and employees who accept awareness and responsibility are better focus and deliver on organizational objectives. Both coaching and mentoring are processes that enable individual employees and managers to achieve their full potential. Coaching and mentoring encourages employees and managers to continually improve competencies and to develop new skills where necessary to achieve their personal and organizational goals.

COACHING AND MENTORING IN LIGHTWORK PERFORMANCE MANAGEMENT

LightWork Performance Management provides managers and employees a simple and automated way to communicate with each other with flexible transparency and journaling capabilities. Goals can be agreed upon and set. Message streams can be saved to evaluate progress to goals and identify areas for deeper discussion or additional guidance. Managers and employees can update and comment on goal progress anytime and can start new journal message streams related to that progress. Utilizing LightWork Alerts and Workflow, changes in goal status could initiate requests for phone discussions or requests for meetings. LightWork Performance Management is a great place where celebrations for completions can be documented or areas for improvement can be identified. If desired, performance to goal can be easily attached to employee reviews or assessments.

FAQS

WHAT IS COACHING?

In the workplace coaching is the process of equipping employees with the tools, knowledge, and opportunities they need to fully develop themselves to be effective in their commitment to themselves, their company, and their work. Coaching improves employee and organizational resiliency and effectiveness in change. By assisting the employee in committing to action and by being a sounding-board to their experiences, coaching allows the employee the personal space and support they need to grow and develop. The coach's key role is often is assisting the employee to maintain the motivation and commitment needed to achieve their goals. Coaching empowers employees and encourages them to take responsibility. It increases employee and management engagement. It improves employee performance. It helps identify and develop high potential employees. It provides a positive framework to assist employees to correct poor performance.

COACHING VS MENTORING: WHAT'S THE DIFFERENCE?

The difference between coaching and mentoring isn't clear-cut. A mentor may draw on a number of approaches: teaching, coaching, and counselling. Nonetheless, one significant difference between mentoring and coaching and other forms of development is the relationship forged between two people.

From developing innovative solutions to providing award-winning customer support, LightWork is dedicated to surpassing expectations in all aspects of our business. For more information about LightWork, contact us at 800-551-6875.

COACHING AND MENTORING (CONTINUED.)

COACHING VS MENTORING: WHAT'S THE DIFFERENCE? (CONTINUED.)

Coaching is typically performance driven. The purpose of coaching is to improve the individual's performance on the job. This involves either enhancing current skills or acquiring new skills. Once the employee successfully acquires the skills, the coach may no longer be needed. Mentoring is a development driven continuous process. While mentors may use the same skills and tools in their approach to mentoring as coaches, the relationship between a mentor and 'mentee' is different to that which will develop in a coaching relationship. A coach will assist, challenge and encourage. A mentor will direct, advise or teach.

HOW CAN I BE MOST EFFECTIVE?

Coaching and mentoring have become increasingly necessary in today's business environment. It is being used for both personal and professional development. Coaching and Mentoring helps to build a positive and concrete change in employees and to boost the transfer of knowledge from the coach or mentor to the employee.

Top Tips for Coaching and Mentoring Employees

1. **Build an Authentic Connection.** A critical step to becoming a great coach or mentor is making your employee feel comfortable.
2. **Recognize Their Strengths.** As a coach or mentor, it is your job to help your employees reach their full potential.
3. **Earn Their Trust.**
4. **Identify and Pursue Stretch Goals.**

Effective coaches and mentors work with resistance, rather than try to overcome it. They use resistance to help the employee to clarify their values and their goals, and to explore what will help or hinder them in making changes. The coaching or mentoring journey is about change in relation to the employee's agenda.

The workplace also needs coaches and mentors in order to be successful. Just like athletes need to be coached or mentors to reach their full potential, your employees in the workplace also need to be coached or mentored.

From developing innovative solutions to providing award-winning customer support, LightWork is dedicated to surpassing expectations in all aspects of our business. For more information about LightWork, contact us at 800-551-6875.

© 2018 LightWork All Rights Reserved. The LightWork logo and LightWork are trademarks of LightWork. All other trademarks are property of their respective owners.