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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 | | | 1.1  1.2 | Conduct an evidenced assessment analysis of your own ability as a coach and/or mentor relating to knowledge, skills and behaviours  Using 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 | | | 2.1  2.2  2.3  2.4 | Critically review the coaching activity undertaken looking at the process, patterns and outcomes  Critically evaluate your own skills as a coach or mentor focussing particularly on your self-awareness, approach, communication skills, and relationship management  Discuss how you ensure your coaching or mentoring is ethical and non-judgemental  Provide 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 | | | 3.1  3.2  3.3 | 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 mentor  Provide 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) | | | |
| 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 | | | |
| 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 | | | |