



ANUSHIKSHAN – Coaching & Mentoring Skills

(FICCI in collaboration with Adroit-HR Straight)

October 8-9, 2015

at

FICCI, New Delhi



1. Introduction

The purpose of this programme is to provide you with a systematic process for successfully managing self, people and performance within the dynamic environment of today. This training is designed to help managers and leaders develop and coach their staff, maximizing team effectiveness, learn to give constructive feedback effectively and increasing staff motivation and efficiency. Coaching & mentoring provides for successfully managing your work environment with the ability to identify and meet many different needs. Organizations and companies find coaching and mentoring highly beneficial for the career growth of their employees so coaching and mentoring has been applied by many companies in their organizational practices

After attending this training you shall be able to:

- Get results and build effective work-place relationships.
- Become more effective in managing others, and hence more effective you will be in achieving your own KPI results.
- Coaching and mentoring based on competency mapping help you identify Knowledge, skills and attitude – gaps in individuals and subsequently help you in bridging the same.
- Implement development strategy – to build clarity, understanding and trust when managing people.
- Address concerns of individual team members objectively and effectively, without getting subjective.

2. Who should attend?

Business & Functional heads Managers, Supervisors, Coaches, Trainers or simplistically anyone with this role who is currently managing teams or will be managing people in future

3. Certification

Certificate of participation will be issued to all delegates by FICCI Quality Forum

4. Course Material

All participants will be provided a course kit comprising of comprehensive workbook, folders and the required stationery during training.

5. Methodology

A judicious mix of class room presentations, exercises, group discussion, case studies and corporate or institutional sales segment Hands-on practice will be used. Participants will be encouraged to relate the learning to live situations.

6. Course Schedule and Registration Procedure

Date: October 8-9, 2015

Timing: 0930 hrs – 17:30 hrs

Nature: Non residential

Venue: FICCI, Federation House, New Delhi

Participation Fee: Rs. 12,000/- + 14 % Service Tax (Total amount of Rs. 13,680/-, includes cost of training, course kit, lunch, tea etc.)

Registration: Send registration form along with Cheque/DD in favour of “FICCI Quality Forum”. The seats are limited to 20 and registration will be done on first come first serve basis.

For further details & to reserve your seat, please contact:

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7. About FICCI Quality Forum

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with objective to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organizations.

For the past 20 years, FQF in collaboration with renowned national and international partners has been providing training on various **ISO management systems** like ISO 9001 Quality Management System (QMS), ISO 14001 Environment Management System (EMS), ISO 22000 Food Safety Management System (FSMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards and also providing trainings on different **Behavioural and skill based topics** to Industry at large through pool of highly competent & experienced trainers

8. About Our Faculty

Ahmad Mehdi has over 15 years of experience in various disciplines like Customer Experience, Sales, Service Marketing, OD – Training and HR. The knowledge that he has gathered by virtue of working with industry leaders like, Xerox, Gestetner, HCL, NIS Sparta, Bharti Learning Systems and Ricoh has made him the seasoned HR consultant that he is. He is also serving as the “Special Invitee” of “Skill Development Training Committee of IETE”.

In addition to being an Electrical Engineer and a Master’s in Business Administration he has also been certified on various training program and skills.

He has been instrumental in driving consulting projects in various organizations like IBM, Ricoh and Airtel on diverse HR interventions viz Compensation & Benefits, Policies, PMS, Competency framework etc. He has got a total training delivery experience on more than 2000 hrs on diverse Behavioural and skill based topics.

9. Program Details

Day 1

- Introduction and Workshop Contracting Expectation Mapping
- Catch 22 – Building Trust
- Coaching essential
- Coaching Process
- Understanding and handling the ‘coachee’

Day 2

- Mentoring
- Mentoring Process
- Tips for coaching & mentoring
- Comparing coaching & mentoring
- Action Planning
- Role Plays & Certification