



Beyond Coaching, Mentoring the Ultimate Manager Performance Enhancing Process

Championing for Performance Improvement

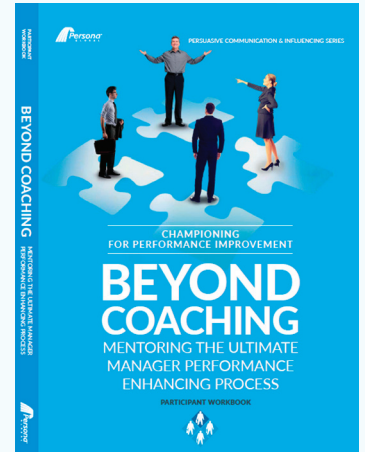
What is Beyond Coaching, Mentoring the Ultimate Performance Enhancing Process?

Mentoring is a process of building workplace relationships to empower individuals... to develop personal and professional abilities, achieve performance goals at increasingly higher levels, and make progress toward their career goals.

The Communication Style Profile is a tool to assess your preferences on communication styles, flexibility and empathy as seen by others. Participants will fill in one questionnaire and select a number of their colleagues to fill in another set for a computer generated feedback of the participant's ability to understand the differences and needs among people. From that, participants will be given a personal Gameplan to formulate communication strategies for any mentee they want to influence.

The Effective Mentor...

- Coaches and guides through open-ended questions.
- Admits mistakes and shares failures.
- Values trusting and responsible relationships.
- Models organization's culture, core beliefs, values, and tactics.
- Demonstrates a commitment to culturally diverse relationships.
- Incorporates a variety of thinking and skill sets into organizational strategies.
- Demonstrates an authentic commitment of time, energy, planning and resources to mentoring.
- Listens and understands.



Objectives-In this two-day course, participants will:

- Gain awareness of the importance and benefits of mentoring as a supervisory/management role and responsibility
- Develop an understanding of...
 - The mentoring process and how to use it to "grow" people and organizations.
 - The critical success factors/competencies for effective mentoring.
- Identify their own mentoring style and learn how to apply and adapt that style in different mentoring relationships.
- Learn specific tools and techniques to more effectively mentor their people.

Who Should Attend?

Managers, supervisors, team leaders and others who want to learn how they can more effectively mentor and coach their people.

Benefits?

For Mentee

Take charge of his/her own learning Advance his/her career Improve his/her performance

For Mentor/Manager

Improve organizational performance Feel pride in accomplishments of mentees

For Organization

Achieve organizational goals Build a learning organization Grow the business

What You'll Leave With

Core Competencies for Effective Mentors:

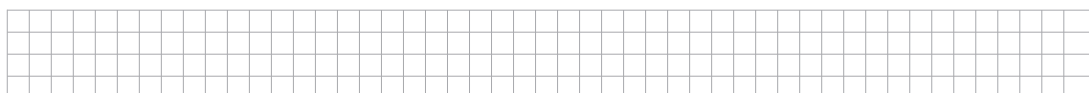
- Coaching
- Counseling
- Teaching
- Role modeling
- Championing

Primary Tools for Effective Mentoring:

- A systematic approach to understanding and applying your own mentoring style
- A proven process for dealing with someone you need to mentor now

Guidelines for Performance Improvement

- For setting S.M.A.R.T. goals
- For coaching
- For advising
- For training
- For advocating



“Learning to help others be their best has made a great impact on my job satisfaction, as well as on the team’s overall productivity. It’s amazing!”

Eunice Yang
HR Vice President - Motorola Electronics and Communications, Inc.

What You’ll Experience

◆ Unit 1 - Developing a Mentoring Mindset

Provides an introduction to Beyond Coaching, Mentoring the Ultimate Performance Enhancing as critical success factors for managers. Major topics include:

- What is “mentoring”?
- The benefits of mentoring
- Characteristics and core competencies of effective mentors
- From performance management to performance empowerment

◆ Unit 2 - Your Mentoring Communication Style

Focuses on the impact of communication styles on effective mentoring and includes an individual assessment of each participant’s communication style preferences (pre workshop survey and analysis). Specific topics include:

- Persona communication style matrix
- Basic needs of each style
- Behaviors associated with each style
- Influencing others
- Making decisions
- Reacting to stress

◆ Unit 3 - Trust, Empathy, & Flexibility

Looks at three fundamental elements essential for effective mentoring. Topics include:

- The Persona trust model
- Four elements of trust
- Ability for trust building
- What is empathy?
- Flexibility and your communication style

◆ Unit 4 - Performance Improvement: Coaching & Counseling

Identifies key techniques required for effective coaching and counseling to improve people’s performance. Specific topics include:

- S.M.A.R.T. goals
- Motivating each style
- The importance of feedback
- How to give feedback
- How to minimize the weaknesses of each style

◆ Unit 5 - Performance Improvement: Teaching, Role Modeling & Championing

Identifies key techniques required for effective teaching, role modeling, and championing to improve people’s performance. Specific topics include:

- The learning process How each style uses time
- Questioning Problem solving
- **Persona** trust model Championing

◆ Unit 6 - Mentoring Effectiveness

Reviews and concludes the course. Specific topics include:

- Guidelines for effective mentor
- Traditional management vs. performance empowerment
- The manager’s changing mentors role

ABOUT THE AUTHOR



Jon Gornstein

Founder and President of **Persona** GLOBAL®

The Persuasive Communicator® was developed by **Jon Gornstein** – the founder and President of **Persona** GLOBAL® who has devoted his 39-year career to helping multinational corporations make changes in leadership and corporate culture, improve organizational alignment, enhance performance and strengthen communications. He has consulted in more than 72 countries to companies such as Abbott Labs, Disney, IBM, Glaxo SmithKline, Cathay Pacific Airways, Goldstar, and Hilton Hotels.



For more information about **Persona** GLOBAL®, Inc.’s metrics and methodologies, please contact info@personaglobal.com or visit www.personaglobal.com



ABOUT **Persona** GLOBAL®

Persona GLOBAL® is a worldwide provider of assessment tools and methodologies for corporations facing challenges in change leadership, communication, organizational alignment, sales, customer service and management. **Persona** GLOBAL®, Inc.’s metrics and methodologies are currently available in 72+ countries; its programs have been translated in up to 38 languages. More than 1,700 certified **Persona** GLOBAL® practitioners around the world serve their clients as strategic business partners.

Corporations that have benefited from **Persona** GLOBAL® Programs include:

- BMW
- Mitsubishi
- Disney
- Coca-Cola
- Hitachi
- Applied Materials
- Dell Computer
- IBM
- Alcatel
- Motorola
- British Airways
- Japan Airlines
- Credit Suisse
- American Express
- SONY Music Entertainment