

ETF PROJECT

OUTSTANDING, TEACHING AND LEARNING

Investigating coaching, mentoring and learner engagement

Coaching and mentoring are development techniques based on the use of one-to-one discussions to enhance an individual's skills, knowledge or work performance; however there are some defined differences in the approaches.

Comparison of Attributes

Attributes of a Mentor

- Shares skills, knowledge and expertise
- Role models and directs
- Judgemental (i.e. identifies training needs etc.)
- Provides constructive feedback
- 50/50 (client/mentor)
- Focusses on past and then the future
- Provides insight
- Advice & guidance
- Leading questioning skills

- Long term and takes a broader view of the person
- Bring their story into the frame

Attributes of a Coach

- Encourages the coachee to set personal goals/aspirations
- Asks non leading questions
- Non-judgmental
- Very good listening skills
- Goal orientated and action focussed.
- Focusses on present and the future
- 100% focussed on the individual
- Problem solving skills (helps individual to find the solution themselves)
- Encourages a lot of self-reflection and evaluation
- Mirrors and matches
- Builds rapport
- Evidence shows coaching is likely to have a much longer impact and can be achieved in a short timeframe
- A coach stays out of the story and doesn't even have to know what they are coaching the client on.

SIMILARITIES

Confidentiality, Empathy, Enthusiastic, Passionate, Patient Relationship-oriented, motivational. Strong communicator hope and optimism, communicator.