

## **Mentoring and Coaching for Improved Productivity**

Using qualitative processes and outputs to foster productivity that will result in a diverse, competent and well-managed workforce, capable of and committed to delivering high quality services through focused career development.

### **Purpose of this programme**

This programme is designed to provide supervisors and managers with the knowledge, skills and capabilities required to mentor and coach a colleague in order to enhance the individual's attitude, values, knowledge and skills in a chosen career path.

### **Target Group**

This programme will benefit all supervisors, managers and leaders who are tasked with improving performance and productivity. Participants will be able to mentor interns and entry level employees on a national, provincial and local organisational level.

### **Learning Outcomes**

#### **Module 1: Mentoring and Coaching in Context**

By the end of this module participants should be able to:

- Understand and explain the concepts of coaching and mentoring; and
- Understand the importance of knowledge in mentoring and coaching.

#### **Module 2: Roles in Mentoring and Coaching**

By the end of this module, participants should be able to:

- Describe the characteristics of a good mentor; and
- Apply the skills and techniques required of a mentor.

#### **Module 3: Benefits of Mentoring and Coaching**

By the end of this module, participants should be able to:

- Identify the causes for unacceptable levels of productivity within the organisation; and
- Identify priority areas for productivity improvement through mentoring and coaching.

#### **Module 4: Effective Mentoring and Coaching**

By the end of this module, participants should be able to:

- Develop an effective mentoring strategy for the identified priority areas; and
- Implement internationally accepted standards of mentoring and coaching for improved productivity.

### **Duration**

This programme is presented over 3 working days.

### **About this programme:**

This interactive three day programme commences with a series of sessions exploring the importance of transformation and change, which contributes very significantly to the success of any organisation wanting to achieve its chosen objectives. In order to fulfill economic purpose and sustain a competitive position, modern organisations

ought to successfully formulate and execute a strategy to drive the collective ability to generate value-creating capabilities that contribute to operational excellence. This strategy is determined by key internal resources and core capabilities that are the primary source of productivity for the organisation. Moreover, managing people in the Public Service has traditionally been seen as the task of personnel administration components whose main task has been to ensure compliance with centrally-determined regulations and prescripts. These activities have customarily been discerned as controlling, which has hampered the effective management of human resources. Managing people in future will require the transformation of personnel administration components into full-fledged human resource management, where units are effectively equipped to provide professional support and guidance to senior management in order to achieve the transformation objectives.

**Benefits of attending this exciting interactive programme include:**

- Applying mentoring and coaching to enhance the knowledge, skills, values and attitudes of the modern workforce;
- Implementing mentoring and coaching for improved performance on a local, national and provincial level;
- Tailoring a mentoring and coaching framework that will boost transformation, increase productivity and the economic sustainability of your organisation;
- Increasing organisational productivity and sustainability through exposure to the latest global trends;
- Empowering your organisation with the tools and strategies necessary to overcome internal and external challenges that directly affect transformation within your organisation;
- Streamlining your organisational processes to improve efficiency;
- Entrenching an organisational culture of excellence and continuous improvement.

**About your facilitator:**

Anita Arendsen is co-founder of Edacom, which has been operating since 2004. As Edacom COO, Anita brings a wealth of management experience gained over 29 years in a number of fields including management, customer service, operations, risk, health and safety, human resources, marketing, financial, supply chain, sales, customer relationship management, contact centre and entrepreneurship. Anita's dynamic enthusiasm toward assisting both customers and staff, strong interpersonal skills and drive for high achievement is uniquely coupled with an exceptional ability to analyse business needs and build rapport with value chain management on all levels.

Anita's qualifications include a MBA, Lead Auditor: QMS ISO 9001:2008, a National Diploma in Treasury Management & Trade Finance and a National Diploma in Financial Services: Credit, The Expert Negotiator, Financial Management, Project Management, International Banking and Product Management. In addition to these achievements, Anita is an accredited facilitator on a number of NQF levels registered with SAQA. The materials which Anita researched developed and designed for her workshops and strategy interventions have been accredited with The South African Board for People Practice (SABPP) ETQA.

Anita is currently furthering her studies with a PHD in Organisational Behaviour which she is studying through the University of Pretoria. Anita intends to be best

positioned to provide, stimulate, and leverage the agility that businesses will need to accommodate the accelerating changes that will typify business sustainability and survival into the future.

**Accreditation**

This programme is accredited on NQF level 5. On completion of the programme and portfolio of evidence, participants will receive a certificate of competence, bearing 10 credits.