

1. Record Nr.	UNINA9910452759703321
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Titolo	Establishing a mentoring and coaching programme // Kate Tucker
Pubbl/distr/stampa	Randburg, Republic of South Africa : , : Knowres Publishing, , 2007
ISBN	1-86922-382-9 1-299-19054-5
Descrizione fisica	1 online resource (180 p.)
Disciplina	658.312404
Soggetti	Mentoring in business Employees - Coaching of Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Copyright; ABOUT THE AUTHOR; TABLE OF CONTENTS; Introduction; Why mentoring and coaching?; Mentoring and coaching: What are we talking about?; A social constructionist, co-creation process focused on employee engagement; Chapter one: The basics; Identifying the stakeholders; Using the Goose Egg Framework to identify stakeholders and key influencers; Identifying a lead or sponsor; Identifying the champions; Why should we establish mentoring or coaching in our organisation?; Culture; Why is it so critical to identify the organisational culture?; Engagement; Engagement: Three critical steps Chapter summary Exercise one: The basics; Chapter two: Design and co-creation; The importance of positive talk; Discussion and dialogue; Using the Goose Egg Framework to identify key design elements; Strategic focus; The ABC model: The Hedgehog Concept of a mentorship or coaching programme; Using the ABC hedgehog and the Five Premises: Translating theory into practice; Chapter summary; Exercise two; Exercise A: Possibility conversations; Exercise B: The architecture; Chapter three: Nuts and bolts; The agreement; Pairing; Training and briefing mentors and coaches The mentoring and coaching umbrella Expectations; Identified problem areas; Chapter summary; Exercise three: Feedback; In conclusion; List

of works consulted; Other resources; Appendix: Sample of a generic mentorship agreement; LIST OF FIGURES; Figure 1: The Goose Egg Framework; Figure 2: Rationale; Figure 3: The basics; Figure 4: The ABC Hedgehog; Figure 5: Strategic focal area in the ABC Hedgehog; Figure 6: Quick review - putting it all together; Figure 7: Components of the architecture; LIST OF CHECKPOINTS; Checkpoint one: Stakeholders; Checkpoint two: Stakeholders (augmented) Checkpoint three: Rationale - a few reasons for developing a mentoring or coaching programme Checkpoint four: The basics; Checkpoint five: Discussion and dialogue; Checkpoint six: Design questions; Checkpoint seven: What if? conversations; Checkpoint eight: Process problems and possible solutions

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