Training Course on Employee Coaching, Mentoring, and Counselling

Professional Development Training Course Outline

Category	General Training	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced corporate landscape, Employee Coaching, Mentoring, and Counselling have become essential tools for boosting workplace performance, enhancing employee engagement, and building a resilient organizational culture. With businesses striving to create inclusive and high-performing environments, HR professionals and managers must adopt modern strategies to nurture and empower their teams. Training Course on Employee Coaching, Mentoring, and Counselling provides the foundational knowledge and practical skills needed to guide employees through challenges, foster professional growth, and increase retention through impactful coaching and mentoring strategies.

This comprehensive training program combines evidence-based practices with current leadership trends to deliver targeted support for employees at all levels. Participants will gain hands-on techniques to conduct effective one-on-one sessions, implement mentoring frameworks, and manage personal or performance-related issues with empathy and professionalism. Designed for HR leaders, supervisors, and team managers, this course emphasizes the importance of emotional intelligence, conflict resolution, and goal setting to drive sustainable growth.

Programme Curriculum

Training Course on Employee Coaching, Mentoring, and Counselling

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Course Objectives

1. Understand the core differences between coaching, mentoring, and counselling in a corporate setting.
2. Apply leadership coaching techniques to enhance team productivity.
3. Develop empathetic communication skills for effective mentoring.
4. Build trust and rapport to strengthen workplace relationships.
5. Create personalized development plans using SMART goals.
6. Facilitate constructive feedback sessions with confidence.
7. Resolve workplace conflicts using active listening and emotional intelligence.
8. Establish a formal mentoring program within your organization.
9. Identify and support employees experiencing stress or burnout.
10. Promote diversity, equity, and inclusion in coaching practices.
11. Enhance employee motivation through growth-oriented strategies.
12. Measure coaching effectiveness using KPIs and performance metrics.
13. Integrate AI tools and data analytics into mentoring frameworks.

Target Audiences

1. HR professionals
2. Corporate trainers
3. Team leaders
4. Line managers
5. Learning & development specialists
6. Executive coaches
7. Organizational psychologists

8. Employee relations officers

Course Duration

10 days

Course Modules

Module 1: Introduction to Coaching, Mentoring, and Counselling

- Definitions and key distinctions
- Importance in organizational success
- Historical context and evolution
- Roles and responsibilities
- Ethical considerations

Module 2: Foundations of Coaching in the Workplace

- Coaching frameworks (GROW, CLEAR)
- Establishing coaching agreements
- Coaching mindsets and values
- Goal alignment techniques
- Feedback strategies

Module 3: Effective Mentoring Techniques

- Types of mentoring (formal/informal)
- Matching mentors and mentees
- Setting mentoring goals
- Monitoring progress
- Closing the mentoring relationship

Module 4: Counselling for Employee Support

- Identifying mental health signals
- Stress and burnout management
- Boundaries in workplace counselling
- Referral systems
- Building a safe support system

Module 5: Building Emotional Intelligence

- Self-awareness practices
- Recognizing emotional triggers
- Developing empathy
- Managing difficult conversations
- Promoting emotional balance

Module 6: Active Listening & Communication

- Levels of listening
- Barriers to communication
- Verbal and non-verbal cues
- Questioning techniques
- Constructive feedback loops

Module 7: Leadership and Coaching Synergy

- Transformational leadership
- Coaching as a leadership style
- Influencing team behavior
- Accountability and ownership
- Empowerment tactics

Module 8: Conflict Resolution and Mediation

- Sources of workplace conflict
- Conflict resolution models
- Mediation techniques
- Role of neutrality and fairness
- Post-conflict follow-up

Module 9: Diversity and Inclusion in Coaching

- Culturally responsive coaching
- Unconscious bias mitigation
- Inclusive communication
- Representation in mentorship
- Equity-driven strategies

Module 10: Measuring Coaching Effectiveness

- KPIs for coaching and mentoring
- Performance metrics
- Feedback forms and 360 reviews
- ROI of coaching
- Data visualization tools

Module 11: Coaching Across Generations

- Generational values and expectations
- Mentoring Gen Z and Millennials
- Cross-generational knowledge sharing
- Technology preferences
- Language and communication styles

Module 12: Developing a Coaching Culture

- Embedding coaching into company values

- Leadership buy-in strategies
- Peer coaching programs
- Storytelling and recognition
- Internal training programs

Module 13: Digital Tools for Coaching and Mentoring

- AI-based coaching platforms
- Scheduling and tracking tools
- Online feedback collection
- Secure communication tools
- Digital mentorship apps

Module 14: Ethical and Legal Considerations

- Confidentiality and boundaries
- Workplace compliance
- Record-keeping and documentation
- Conflict of interest management
- Ethical decision-making models

Module 15: Final Project & Coaching Simulation

- Practical coaching scenario
- Role-play feedback sessions
- Peer evaluations
- Personal coaching reflection
- Certification readiness review

Training Methodology:

- Facilitator-led presentations
- Group discussions
- Q&A sessions
- Interactive exercises
- Role-playing
- Case studies
- Action planning
- Peer coaching triads

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
16 Nov 2026	27 Nov 2026	Online	$2,000
16 Nov 2026	27 Nov 2026	Physical	$3,000
16 Nov 2026	27 Nov 2026	Physical	$6,000
16 Nov 2026	27 Nov 2026	Physical	$6,000
16 Nov 2026	27 Nov 2026	Physical	$12,000
16 Nov 2026	27 Nov 2026	Physical	$9,000
16 Nov 2026	27 Nov 2026	Physical	$12,000
16 Nov 2026	27 Nov 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com