

The Art of Coaching & Mentoring

Wednesday, November 14, 2012, at the U.Va. Richmond Center—8:30 am–3:30 pm



Program Preview

As a supervisor, coaching and mentoring are two of your most important responsibilities. Your ability to master both sets of skills affects the degree to which your employees can improve their performance and develop their potential. An effective coach knows how to communicate expectations to employees; provide continuous feedback; assist in removing obstacles; and ensure that appropriate resources are available. This class will help you develop these skills and learn strategies to enable your employees to perform their jobs at the highest level. Everyone will benefit: the individual employee, team, organization, and you.

Attending this class will help you to

- ▼ define coaching and mentoring
- ▼ explore the role of coaching and mentoring in performance management
- ▼ analyze effective communication and feedback techniques
- ▼ examine principles of rewarding and motivating employees
- ▼ apply coaching and mentoring techniques in group activities

About the Trainer

Cindy Taylor is a learning consultant with Chesterfield University where she teaches in the schools of Quality and Continuous Improvement, Leadership and Personal Effectiveness, and Policy and Practice. Previously she implemented the county's first Employee Relations Unit. After 25 years of human resource management experience, Cindy's areas of expertise include employee relations; organizational development, supervisory training, and evaluation; mediation; professional certification; facilitation; and MBTI®. An active member of the International Public Management Association for Human Resources (IPMA-HR), Cindy is a contributing author to the *Kouzes and Posner Leadership Challenge Activities Book* and to *Leadership Secrets of Local Human Resource Officials* published by ORACLE and IPMAHR. She has a BA from Virginia Tech and an MA in public administration from George Mason University.

Who Should Attend

Supervisors, team leaders, managers and directors

Program Details

Date & Time

Wednesday, November 14, 8:30 am–3:30 pm

Location

U.Va. Richmond Center, 804/662-7464
2810 N. Parham Road, Suite 300, Richmond VA 23294
<http://www.scps.virginia.edu/richmond/>

Travel Directions

<http://www.scps.virginia.edu/locations/location-detail/richmond>

Cost

\$100, includes course materials and lunch.
Payment or PO# must accompany registration.

Cancellations

A \$20 fee will be charged for cancellations made by November 7. Cancellations after that date and no-shows will be charged the full registration fee.

Online Registration

Please call the Virginia Institute of Government at 804/371-0202 for your account password. Then you can register online at: <http://www.coopercenter.org/customer-portal>

Credit cards are only accepted with online registration

For more information, please visit
www.VaInstituteofGovernment.org

Onsite Training

Let us bring the classroom to you. For details contact Billie Easton < bee2u@virginia.edu > 804/371-0202.

Questions?

Contact Chantel Robinson < cer8t@virginia.edu > or Billie Easton < bee2u@virginia.edu > or call 804/371-0202.

Registration Form

Please submit only one name per registration form.

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Name _____

Title _____

Locality / Agency _____

Mailing Address _____

City _____

State & Zip _____

Phone _____

Fax _____

Email _____

Please indicate any special dietary or physical needs.

Make checks payable to: **Virginia Institute of Government, U.Va.**

_____ check enclosed

_____ check to be mailed

_____ PO # _____

(Credit cards are only accepted with online registration.)

Fax registration form to 804/371-0234 or mail to

Virginia Institute of Government, U.Va.

700 East Franklin Street, Suite 700

Richmond VA 23219

Attn: Chantel Robinson



Billing Information () Check here if same as above

Name _____

Org _____

Address _____

City / State / Zip _____

Email _____