

COURSE OVERVIEW SS0602
Effective Role Modelling and Development
(E-Learning Module)

Course Title

Effective Role Modelling and Development (E-Learning Module)

Course Reference

SS0602

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
 (3.0 CEUs/30 PDHs)



Course Description



Learning and developing skills and techniques to improve the performance of your team is essential for both your success and the future success of the company. Skills in coaching, mentoring and role modeling development help to make this possible. Your team must be developed and prepared for both today's challenges and the assignments that await them in the future.



Coaching and mentoring are popular capacity-building tools, especially in the area of leadership development. Many of us are unclear what coaching and mentoring really involve, and where and when they work. This has been mainly due to the confusion amongst the characteristics of each of the two functions. The course hence starts with a clarification of the underlying principles that govern those theories and practices through a demonstration of the backgrounds and applications in real-life management situations.



This E-Learning course is designed to provide participants with a detailed and an up-to-date overview of effective role modelling and development. It covers the coaching techniques and tools including the T-Grow model; using grow coaching model effectively; and creating your own grow model template in no time.

During this interactive course, participants will learn the coaching and mentoring; the business mentor and business coach; the link between coaching, mentoring and the training; career laddering, career paths and the requirements for a career path; mentoring as an empowering tool; the mentoring skills model; the benefits of mentoring including the benefits for mentees, mentors and organization; the characteristics and duties of a mentor including coaching model; the principles of coaching; the 14 core principles to ensure you are effectively laying the groundwork to coach your people successfully; the coaching model and the principles of coaching; building trust, powerful listening, getting agreement, be curious and asking some questions to the person you are coaching; being flexible, setting goals and providing feedback; aligning your company's core values; all the possible solutions; and handling excuses in a professional manner.

Course Objectives

After completing the course, the employee will:-

- Apply and gain an effective knowledge on role modeling and development
- Understand and have practiced applying coaching techniques and tools including the T-Grow model
- Understand the importance of embedding a transparent employee development process
- Understand the difference between coaching and mentoring and how to develop coaching and mentoring relationships within the work environment
- Understand the link between coaching, mentoring and the HR process
- Use grow coaching model effectively and create your own grow model template in no time
- Differentiate coaching and mentoring as well as define business mentor and business coach
- Identify the link between coaching, mentoring and the training
- Discuss career laddering and career paths as well as recognize the requirements for a career path
- Interpret mentoring as an empowering tool as well as apply mentoring skills model
- Identify the benefits of mentoring including the benefits for mentees, mentors and organization
- Describe the characteristics and duties of a mentor including coaching model and the principles of coaching
- Discuss the 14 core principles to ensure you are effectively laying the groundwork to coach your people successfully
- Explain the coaching model and the principles of coaching
- Build trust, apply powerful listening, get agreement, be curious and ask some questions to the person you are coaching
- Be flexible, set goals, provide feedback and carryout alignment with your company's core values
- Explore all possible solutions and handle excuses in a professional manner

Who Should Attend


This course provides an overview of all significant aspects and considerations of effective role modelling development for level 4 (team leaders & above).

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal

Course Contents

- Applying Coaching Techniques and Tools Including the T-Grow Model
- Introduction
- What is the Grow Coaching Model?
- Grow Model
- GROW Coaching Model – How to Use it Effectively
- Stage 1 of the GROW Model: G for Goal
- Grow Coaching Questions for the Goal Stage
- Stage 2 of the GROW Model: R for Reality
- Step 3 of the GROW Coaching Model: O for Options
- Step 4 of the GROW Model: W for Will
- Create Your Own GROW Model Template in No Time
- Short Quiz
- The Difference Between Coaching and Mentoring
- What is a Business Mentor?
- What does a Business Mentor Do?
- What is a Business Coach?
- Conclusion: Differences Between the Two
- The Link Between Coaching, Mentoring and the Training



- Short Quiz
- The Career Theory - Career Laddering & Career Paths
- Career Path vs Career Ladder
- Requirements for a Career Path
- Be in Learning Mode
- Don't be Afraid of a Lateral Move
- Conclusion
- Short Quiz
- Mentoring as an Empowering Tool
- The Mentoring Skills Model
- What is Mentoring?
- Who is Involved?
- Why should People Become Involved in Mentoring?
- What are the Benefits of Mentoring?
- Mentoring Brings Value to Everybody Involved in
- Benefits for Mentees
- Benefits for Mentors
- Benefits for the Organization
- How can I Ensure a Successful Relationship?
- The Characteristics and Duties of a Mentor
- The Coaching Model and the Principles of Coaching
- Coaching is Not Training
- Coaching is Not Mentoring
- Coaching is Not Therapy
- So, What is Coaching?
- 14 Core Principles to Ensure You are Effectively Laying the Groundwork to Coach Your People Successfully
- The Coaching Model and the Principles of Coaching
- Future State Thinking
- Build Trust
- Powerful Listening
- Getting Agreement
- Be Curious





- Some Questions to Ask the Person You are Coaching
- Be Curious
- Be Flexible
- Have and Set Goals
- Provide Feedback
- Alignment with Your Company's Core Values
- Collaboration is Key
- Explore All Possible Solutions
- Commitment to Act
- Handle Excuses
- Accountability
- Conclusion
- Short Quiz
- Case Studies
- Video