

FNSICORG515A Provide Mentoring and Coaching Within the Workplace

This unit covers the provision of mentoring and coaching within the workplace by managers or supervisors to assist in maximising the opportunity for the individual to achieve individual and organizational goals and ensure career progression within the financial services industry.

Designed for:

This unit requires the application of high level interpersonal, analytical and planning skills to determine mentoring and coaching requirements, identify opportunities for development and manage the conducting of activities. This unit is designed for use, not by trainers, but by managers and supervisors to support adequate and relevant training of staff members and assist in career progression. The ability to develop rapport with individuals is essential to the successful implementation of this unit.

It may apply to all areas of the financial services industry.

Duration:

1 day

Elements of Competency and Performance Criteria

Identify individuals learning and development needs

- Discussion of individual's current and projected role within the organisational is undertaken
- A training needs analysis based on agreed individual's current and projected role is conducted
- Mentoring and/or coaching needs are identified and discussed with relevant parties in relation to the individual's role, expected outcomes and career progression

Identify appropriate mentoring and/or coaching avenues

- Research is conducted both internally and externally to determine available options for mentoring and coaching, in consideration of the individuals needs and abilities
- A development plan is written to provide appropriate training and development opportunities to assist the staff member in accomplishing the requirements of the position and to assist in projected career progression
- The development plan is tailored to the individuals needs following agreement between relevant management and staff member and in consideration of company policy and procedure
- Where appropriate and applicable, specific times and places for coaching are organised and documented

Undertake mentoring and/or coaching

- Sufficient time and support is provided by the organisation for the conducting of the training and development opportunities documented in the development plan
- Specific skills and/or knowledge are explained and demonstrated to the staff member where applicable
- External sources are contracted to assist in the delivery of training requirements where applicable
- Frequent feedback is provided in a constructive and supportive manner

Monitor and evaluate mentoring and/or coaching

- Meetings are held with the staff member to identify outcomes of the mentoring/coaching process
- Mentoring/coaching is reviewed as part of both staff member and manager/supervisor appraisals
- Difficulties or problems are documented and alternatives presented for future application



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