



Coaching and Mentoring

SEHG-SV-3658 · Business · approx. 9 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do? This workshop focuses on how to better coach your employees toward a higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and by creating strategic goals. An easy-to-understand coaching model taught in this workshop will guide you through the coaching process. Prepare yourself to change a few things about yourself in order to coach your employees toward better performance.

Supervisors and Managers course: Coaching and Mentoring.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals using the SMART technique of goal setting
- Identify the steps necessary in defining the current state or reality of your employee's situation
- Identify the steps needed in defining options for your employee and turn them into a preliminary plan
- Identify the steps to developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans
- Identify the benefits of building and fostering trust with your employee

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 9 instructional videos — 9 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Defining Coaching and Mentoring**
 - What is Coaching?
 - What is Mentoring?
 - Introducing the G.R.O.W. Model
- **Module 3 — Setting Goals**
 - Goals in the Context of GROW
 - Identifying Appropriate Goal Areas
 - Setting SMART Goals
- **Module 4 — Understanding the Realities**
 - Getting a Picture of Where You Are
 - Identifying Obstacles
 - Exploring the Past
- **Module 5 — Developing Options**
 - Identifying Paths
 - Choosing Your Final Approach
 - Structuring a Plan
- **Module 6 — Wrapping it All Up**
 - Creating the Final Plan
 - Identifying the First Step
 - Getting Motivated
- **Module 7 — The Importance of Trust**
 - What is Trust?
 - Trust and Coaching
 - Building Trust
- **Module 8 — Providing Feedback**
 - The Feedback Sandwich
 - Providing Constructive Criticism
 - Encouraging Growth and Development
- **Module 9 — Overcoming Roadblocks**
 - Common Obstacles
 - Re-evaluating Goals
 - Focusing on Progress
- **Module 10 — Reaching the End**
 - How to Know When You've Achieved Success
 - Transitioning the Coachee
 - Wrapping it All Up
- **Module 11 — How Mentoring Differs from Coaching**
 - The Basic Differences
 - Blending the Two Models
 - Adapting the GROW Model for Mentoring
 - Focusing on the Relationship
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-3658 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.