

# What steps can I (or others) follow to coach and/or mentor employees?

Coaching and mentoring can both follow a simple process. A useful tool is the The GROW Model which can be found on the MindTools website. GROW is easy to remember as it stands for Goal, Reality, Options, and Way Forward. It helps coaches and mentors work through with their coachee / mentee a logical process and the right questions to ask at each stage.

Think of it like planning a journey:

1. first, help your coachee/mentee decide where they want to go (the goal),
2. second, help them explore where they are now (their current reality),

3. then, explore different ways to get to the goal together (the options),
4. finally, make sure they're committed and ready to handle any obstacles along the way (the way forward).

While the process can be the same for both coaching and mentoring, as explained previously, coaching will take a more short-term and enabling approach.

Mentoring, on the other hand, will take a longer-term, career-focused approach with more support given by the mentor.

Task	Questions to ask
<p><b>Create the Goal</b></p> <p>Ask your employee to create a SMART goal. SMART goals are a framework used to set clear, achievable objectives. The acronym stands for specific, measurable, achievable, relevant and time bound.</p>	<ul style="list-style-type: none"> <li>• What are your most important goals right now?</li> <li>• Why are these goals important to you?</li> </ul>
<p><b>Look at your Reality</b></p> <p>Ask your employee to describe their present situation, this helps them to think about the solution to their problem/ goal.</p>	<ul style="list-style-type: none"> <li>• What challenges or opportunities are you facing right now?</li> <li>• What strengths do you bring to achieving these goals?</li> </ul>
<p><b>Explore the Options</b></p> <p>Together, determine what is possible for reaching an objective.</p>	<ul style="list-style-type: none"> <li>• What obstacles or challenges are you currently facing?</li> <li>• What are you already doing to work towards your goal?</li> <li>• How have you successfully overcome similar challenges in the past?</li> </ul>
<p><b>Establish the Will</b></p> <p>Ask your employee to commit to specific actions in order to move forward towards their goal, this helps to boost motivation.</p>	<ul style="list-style-type: none"> <li>• What resources or support do you need to succeed?</li> <li>• How will you measure your progress towards your goals?</li> <li>• What have you learned about yourself through this process?</li> <li>• What will you do to maintain and build on your progress in the future?</li> <li>• What specific actions will you take to move forward?</li> </ul>

You can also see a Mentoring Programme rubric created by Food and Fibre CoVE which outlines a set of criteria to measure the level of vocational excellence achieved. It can be a helpful tool to see how you can improve your mentoring abilities.