

Coaching & Mentoring

Coaching and mentoring are both one-to-one techniques for developing people, aimed at improving work performance by enhancing skills, knowledge or other personal attributes. This handy factsheet provides an overview as to the benefits that coaching and mentoring can bring.

What is it?

Technically coaching and mentoring are different practices, although the two terms are often used to mean the same thing.

Coaching is a skilled activity that involves a non-directive approach to a person's skills development in order to reach some personal or organisational goal. It is often characterised by relatively short-term activity centred on feedback of strengths and weaknesses.

Mentoring is more often associated with longer-term activity - for example, a relationship designed to allow an experienced colleague to pass on knowledge and understanding to a more junior or inexperienced member of the team.

Why is it important to me?

Both coaching and mentoring can be powerful techniques and are therefore most effective when the coach or mentor has received proper training and guidance themselves. Many organisations today have a 'coaching culture', where the approach is used a part of day-to-day management within teams.

You may well find that coaching is particularly effective in helping you deal with situations such as:

- Helping a new member of the team to settle in
- Supporting someone who is new to a supervisory or management role
- Supporting competent people to adjust to a new setting – e.g.

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- developing better interpersonal or customer-service skills
- Dealing with difficult situations involving conflict and sensitivity

There are many benefits of this approach for both the individuals concerned and the organisation as a whole including:

- Aiding the transfer of knowledge from more experienced people to those starting out on their careers
- Supporting a constructive and co-operative workplace environment
- Improving career development and succession planning

IQ believes that coaching and mentoring are important skills for professionals working in the quarrying and minerals products industry. It features on our **Skills Wheel** which captures all the key skill and knowledge areas we believe are vital to successful career development in the industry.

Where Next?

You might also find these additional resources useful:

The Coaching & Mentoring Network: www.new.coachingnetwork.org.uk

European Mentoring and Coaching Council: www.emccouncil.org

Books:

Everyone Needs a Mentor: Fostering Talent in Your Organisation, David Clutterbuck, 2014

Creating a Coaching Culture (Coaching in Practice), Peter Hawkins, 2012

Manager as Coach: The New Way to Get Results, Jenny Rogers, 2012

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IQ supports professionals working within the quarrying and minerals products industry through membership and training. These factsheets are produced across a range of topics to share ideas and best practice. Further information can be found via the resources section on the IQ website www.quarrying.org.

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