

## Managerial Coaching and Mentoring (MCM)

**COURSE NUMBER**    **FAA01299**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7251

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This highly interactive three-day coaching course covers the full spectrum of managerial coaching activities. It begins by providing foundational coaching skills for managers who must coach and mentor subordinates, with a focus on managing managers, then moves on to apply these skills to common managerial coaching scenarios like:

- supporting a new manager's transition into management
- addressing ineffective performance
- preparing a manager to take on new challenges
- dealing with managerial burnout.

Participants also learn to distinguish coaching from mentoring and counseling, determine readiness of a coaching candidate, and select the best coaching or mentoring approach.

### OBJECTIVES

- Coach and guide the development of employees and subordinate managers.
- Identify the ideal attributes of a mentor, individual strengths as a potential mentor, as well as areas needing improvement.
- Differentiate between coaching, counseling, and mentoring.
- Demonstrate key coaching and mentoring skills of effective inquiry; active listening; constructive feedback; action planning and accountability.
- Access and use FAA resources to establish and enhance mentor/mentee relationships.
- Fulfill coaching responsibilities outlined in Managerial Workforce Planning (MWP) policy.

### KEY COMPETENCIES

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| <ul style="list-style-type: none"> <li>• Accountability and Measurement</li> <li>• Communication</li> <li>• Developing Talent</li> </ul> | <ul style="list-style-type: none"> <li>• Interpersonal Relations and Influence</li> <li>• Managing Organizational Performance</li> </ul> |
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This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7132** to discuss options.

### CLASS SIZE

16 participants

### LENGTH

3 days  
 (Tuesday, 8:00 a.m. –  
 Thursday, 5:00 p.m.)  
 24 hours

### LOCATION

FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY12 Schedule](#)  
 and [FY13 Schedule](#))

### WHO SHOULD ATTEND

Recommended for all managers; priority given to managers of probationary managers

### ENROLLMENT

To enroll, contact your line organization's training coordinator.

### PREREQUISITE

None

### PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing assignments that must be completed prior to your arrival at CMEL.

### RELATED COURSES

Constructive Conflict  
 Management  
 (FAA01318)

Frontline Manager Course-  
 Phase 3 (FAA01292)

Influence, Inquiry &  
 Implications  
 (FAA01249)

Middle Manager Course  
 (FAA01291)

Systems Thinking  
 (FAA01277)