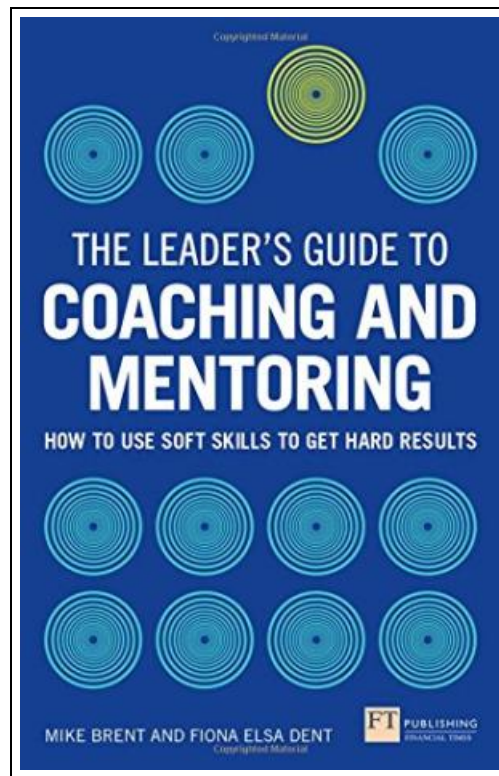


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THE LEADER'S GUIDE TO COACHING & MENTORING: HOW TO USE SOFT SKILLS TO GET HARD RESULTS

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Pearson Education Limited. Paperback. Book Condition: new. BRAND NEW, The Leader's Guide to Coaching & Mentoring: How to Use Soft Skills to Get Hard Results, Fiona Elsa Dent, Mike Brent, The Leader's Guide to Coaching & Mentoring is a highly practical handbook that helps managers get the most out of their people. It includes grounded advice on the practicalities of both coaching and mentoring - such as how to structure a session - as well as core content on: * The skills required for coaching and mentoring, including listening, questioning, observing body language, challenging and affirming * The established processes for coaching and mentoring, such as GROW, relational coaching, reverse mentoring and solution-focused coaching * The scenarios in which coaching and mentoring skills are particularly appropriate, for example, coaching under-performers, coaching star performers and coaching for career development There is also a handy section on the 10 pitfalls to avoid when coaching or mentoring. Written in the no-nonsense and engaging style of the other Leader's Guide books, this is the best tool on the market for managers wanting to coach their people to optimum performance. 'In this hands-on book, Mike and Fiona highlight the real difference between conventional management and effective leadership: management is a profession, while coaching is much wider; it encourages social interaction and a focus on human relationships at work. That's what new generations expect and respect.' Laurent Choain, Chief People & Communication Officer, Mazars Group 'It's not always easy for managers to recognise what real coaching is, let alone its value. This book makes a compelling case for the Manager as Coach and contains real, usable examples of how to go about it.' Ian Johnston, Chief Executive, Dubai Financial Services Authority.

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