

LSI CM05 - SQA Unit Code HA94 04

Undertake coaching or mentoring



Overview

This standard is about undertaking coaching or mentoring to achieve desired outcomes and goals. It includes planning, supporting achievement and reviewing coaching and mentoring objectives and goals.

For this standard, the client in receipt of the coaching or mentoring could be an individual or group. The coaching or mentoring could also be delivered face to face, online or by other appropriate telecommunication or media.

This standard is for all coaches and mentors.

LSI CM05 - SQA Unit Code HA94 04

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Performance criteria

You must be able to:

- P1 plan coaching or mentoring objectives and goals with the client to meet identified aspirations, motivations and priorities
- P2 agree approaches to deliver the planned objectives and goals
- P3 apply coaching or mentoring methods to achieve agreed objectives and goals
- P4 elicit motivation in clients to work towards their objectives and goals
- P5 provide opportunities for the client to review progress towards achievement of their goals
- P6 check with the client that that the coaching or mentoring has met the needs and expectations
- P7 take timely action to support clients who may not be achieving their objectives and goals
- P8 enable the client to take responsibility for and ownership of their objectives and goals
- P9 review the coaching or mentoring agreement and reflect on progress toward objectives and goals with the client
- P10 enable clients to revise objectives, modify goals and plan new ones based on their progress
- P11 confirm with the client the course of action and methods to achieve outstanding goals, modified goals or identified new ones
- P12 agree and record the interactions, outcomes and progress towards objectives and goals with the client in accordance with organisational requirements

LSI CM05 - SQA Unit Code HA94 04

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Knowledge and understanding

You need to know and understand:

- K1 contemporary approaches and models to plan, deliver and review coaching and mentoring interventions and achievements in different contexts
- K2 how to clarify aspirations and agree or modify outcomes with clients to ensure they are achievable
- K3 why it is important to motivate clients to achieve and review objectives and goals and take responsibility for and ownership of their progress and achievements
- K4 situations that may occur when coaching or mentoring that require immediate action and how to deal with them
- K5 sources of additional information and support available for the coach, mentor or client
- K6 how to encourage the client to identify and find ways to address issues faced when working towards goals
- K7 how to encourage the client to apply their learning to modify or set new goals
- K8 ways to enable the client modify their goals based on their progress and experience
- K9 the importance of agreeing with the client records of interaction and progress towards agreed objectives and goals
- K10 organisational systems and processes for recording interactions, objectives and goals
- K11 how to agree revised objectives and goals with clients and to plan future interventions

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