



The Leader's Guide to Coaching & Mentoring: How to Use Soft Skills to Get Hard Results

Fiona Dent, Mike Brent

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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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