

Mentor & Coach Training Resources

Mentoring and coaching employees is a key factor to guiding employee to improve their skills in order to reach their career goals. This resource guide provides resources for training and developing mentors and coaches.

Below are resources directly related to enhancing the mentor and coach skills. Resources are offered in various learning formats such as books, audio tapes, video tapes, CD's and DVD's, on-line and e-learning courses.

Details for the recommended e-learning course for all mentors is outlined on the last page of this guide

CMEL Resources:

BOOKS available through CME lending library

Giving and Receiving Criticism: Patti Hathaway: Your Key to Interpersonal Success

BF637.C74H371 1990

- **The Art of Giving and Receiving Feedback:** Shirley Poertner and Karen M. Miller: BF637.P11 1997
- **Feedback Toolkit: 16 Tools for Better Communication in the Workplace:** Rick Maurer: HF5549.5.C6M29 1994
- **Coaching Through Effective Feedback: A Practical Guide to Successful Communication:** Paul J. Jerome P90.J10 1994
- **Mentoring: A Practical Guide:** Gordon F. Shea: HF5549.5S710 1992
- **Take Charge of Your Federal Career: A Practical Action-oriented Career Management Workbook for Federal Employees:** Dennis Damp: HF5530.FEND12 1998
- **Coaching for Performance: Growing people, Performance, and Purpose:** John Whitmore: HD58.82.W47 2002
- **The Directory for Building Competencies:** Dennis J. Kravitz: HF5386.K834 1989
- **Informal Learning on the Job:** Victoria Marsick and Marie Volpe: HF5549.5.T714572 1999
- **Coaching for Performance: A practical Guide to Growing Your Own Skills:** John Whitmore: HF5549.W616 1994

CMEL Resources:

AUDIO TAPES available through CME lending library

- **Mentoring: How to Foster Your Career's Most Crucial Relationships:** Susan F. Woodring: AT0588, 1 hr 55 min, 1995
- **47 Ways to Accelerate Your Career: How to Gain On-the-Job attention, Respect and Recognition:** Career Track AT0597, 2 hr 40 min, 1998

CMEL Resources:

VIDEO TAPES available through CME lending library

- **Communicating with People on the Job (It Includes ways to give and receive feedback):** Tony Fulginiti: MV1355, 15 min. 1991
- **Giving and Taking Criticism, How to Strengthen Relationships with Corrective Feedback:** Jean Lebedun: MV1429, 55 min. 1993
- **Giving and Receiving, Criticism: How to Strengthen Relationships with Corrective Feedback,** MV1873, 8 min. 1993
- **Employee Development Accepting Criticism:** Long Island Productions: MV1879, 22 min. 1997
- **Coaching for Top Performance:** FYI Video: MV1350, 25 min. 1992
- **Pathways Toward Personal Progress:** Brian Tracy: 1 hr 65

ON-LINE learning courses offered by SkillSoft accessed through eLMS

Feedback Courses

- **An Essential Guide to Giving Feedback:** (COMM0521_SKILLSOFT) 2.50
- **Coping with Criticism and Feedback:** (COMM0522_SKILLSOFT) 5.00
- **Giving Feedback to Colleagues:** (COMM0523_SKILLSOFT) 4.50
- **Effective Feedback for Employees and Colleagues Simulation:** COMM0520_SKILLSOFT) 0.50

Knowledge Management Courses

- **The Art of Knowledge Management:** (KNOW0101_SKILLSOFT) 3.50
- **Knowledge as Capital:** (KNOW0102_SKILLSOFT) 3.00
- **Putting Knowledge to Work:** (KNOW0103_SKILLSOFT) 4.00
- **Managing Knowledge Workers:** (KNOW0104_SKILLSOFT) 2.00
- **Being a Knowledge Activist:** (KNOW0105_SKILLSOFT) 3.00

Knowledge Management Courses

- **Knowledge as Strategy: Performance Improvement** (KNOW0111_SKILLSOFT) 3.00
- **The Potential of Self-directed Learning:** (KNOW0113_SKILLSOFT) 2.50

Fast-Tracking Your Career Courses

- **Get Your Career on the Fast Track:** (PD0131_SKILLSOFT) 2.50
- **Basic Business Skills to Get You on the Fast Track:** (PD0132_SKILLSOFT) 2.50
- **Communication Skills to Fast-track Your Career** (PD0133_SKILLSOFT) 2.50
- **Interpersonal Skills on the Fast Track:** (PD0134_SKILLSOFT) 2.50
- **The Boss Factor** (PD0135_SKILLSOFT) 3.00
- **Improving Your Image:** (PD0136_SKILLSOFT) 3.00
- **Fast-tracking Your Career Simulation:** (PD0130_SKILLSOFT) 0.50

ON-LINE learning courses offered by SkillSoft accessed through eLMS

Mentoring Courses

- **An Effective Mentoring:** (MGMT0251_SKILLSOFT) 3.00
- **The Mentoring Manager:** (MGMT0252_SKILLSOFT) 2.50
- **Mentoring Strategies in the 21st Century:** (MGMT0254_SKILLSOFT) 3.00
- **Achieve Success with the Help of a Mentor:** (MGMT0255_SKILLSOFT) 3.50
- **Mentoring Essentials Simulation:** (MGMT0250_SKILLSOFT) 0.50

Attend **CMEL** Managerial Coaching & Mentoring (MCM): FAA course FAA 01299 (centrally funded)

- **Highly interactive three-day coaching course covers the full spectrum of managerial coaching activities. It begins by providing foundational coaching skills for manager's who must coach and mentor subordinates, 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**

⇒ **Attend a local seminar / college course** (if local funding approved)

Recommended e-learning course for all Mentors

How Do I Blend Coaching into Day-to-Day Work is offered and e-learning course offered through Learning and Development Roundtable. This course is highly recommended for all Mentors.

"How Do I Blend Coaching Into Day-to-Day Work"

- ⇒ Developed by the Roundtable, "How Do I Blend Coaching into Day-to-Day Work?" is a 15-minute, online module designed to provide managers with the tools to develop their direct reports through their current projects, tasks, and assignments.
- ⇒ This scenario-based resource will be available to all managers at member organizations through the Roundtable's manager portal, www.merc.executiveboard.com

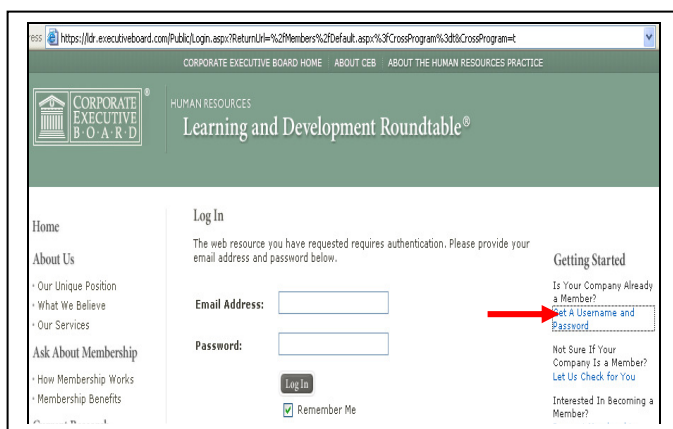
You must register with LRD first (see screens below)

Note: FAA Employees may register (using his/her [.faa.gov] email address). This allows any FAA employees access to all the leadership resources available through LDR. Use the link below to register and get started

<https://ldr.executiveboard.com/Members/Default.aspx?CrossProgram=t>

LDR Registration is easy!

click [get a username and password]



The screenshot shows the LDR registration page. The page has a green header with the Corporate Executive Board logo and the text 'HUMAN RESOURCES Learning and Development Roundtable®'. Below the header, there is a 'Log In' section with fields for 'Email Address' and 'Password', and a 'Log In' button. To the right of the login form, there is a 'Getting Started' section with a link that says 'Get A Username and Password'. A red arrow points to this link.

Accessing the On-Line Course

1. Register with LDR first (*screen shots on left*)
2. Logon to LDR and click [Home]
3. Type: **How Do I Blend Coaching** (in top right search box)
4. Scroll down page to find **How Do I Blend Coaching into Day-to-day Work?** click [View Abstract]
5. Scroll down page and click the [Launch]
6. Loads and launches the 15 minute e-learning module