



# CERTIFICATE IN COACHING AND MENTORING for leaders and professionals

*European Quality  
Award winning programmes*



## Who is this suitable for?

Quiver Management delivers highly targeted coaching and mentoring training programmes to inspire and enable leaders and professionals to help their teams, colleagues and clients improve their performance.

The certificate programmes are designed with the following participants in mind:

- New coaches and mentors
- Business advisors, consultants, auditors, trainers, accountants, solicitors etc.
- Managers, leaders and business support specialists such as HR, L&D, Risk etc.

The programmes will give the participants the mindset, competencies and confidence to provide effective quality coaching and mentoring to clients and colleagues.

The programmes are run both as open courses and in-house programmes.

## The course participants will learn

- The characteristics and benefits of being a coaching leader or professional
- Constructive listening techniques for improved understanding
- High quality questioning to increase awareness and create progress
- How to structure effective conversations
- How to give feedback and input to stimulate learning and development
- How to build rapport and relationships
- How the coach's own values influence coaching conversations
- How to manage the coaching process

## Programme outline

The 2-month programmes contain the following elements:



## Time commitment

Total	30 hours
Workshop Training	14 hours
Coaching practice	10 hours
Reflection	4 hours
Supervision/Support	2 hours

## Internationally recognised qualification

Our certificate programmes are accredited by the European Mentoring and Coaching Council, the leading professional body for coaching and mentoring in Europe.

The programmes have been awarded the prestigious European Quality Award, so participants will receive an internationally recognised qualification upon successful completion.



## Approach and Structure

- European Quality Award
  - Developed by Quiver Management to fulfil the stringent EMCC competency standards
  - Delivered by trainers and supervisors who are both experienced coaches and experienced leaders/professionals
- Focused programme
  - Designed for practical application in the participants' business environment
  - Real life examples and dilemmas
- High quality learning
  - Interesting and varied learning methods
  - Accommodating a variety of learning preferences
  - Two personal learning sessions with an experienced coach
  - Developing mindset and confidence as well as techniques and tools
- Efficient
  - Only 2 month long programme
  - Optimised use of participants' time and efforts to complete the programme
  - Focused on core coaching competencies for use in business environments
  - Intensive 2-day workshop with six to nine participants
- UK wide
  - Regular open programmes run across the UK
  - Available as in-house programmes for 6 or more participants

## Testimonial

***"I recognised that with this new qualification not only will I get the mindset, skills and confidence to provide great coaching and mentoring to my clients, but will also gain real professional credibility as a coach/mentor. I wish I'd done this course years ago.... it is very, very powerful and appropriate for so many business people. It's been a fantastic experience all round and one I would thoroughly recommend."*** Marketing Consultant

## Benefits

**The most effective way for professionals and leaders to become great business coaches and mentors – and gain an internationally recognised qualification in the process**

The benefits to using coaching and mentoring in the business environment are many, and include:

### FOR PROFESSIONALS

- Real credibility with clients and colleagues
- Competitive edge when bidding for assignments
- Better relationships with clients and colleagues
- Better understanding of clients'/colleagues' needs and challenges
- Less pressure to "know-it-all"
- Effective development of junior professionals
- Additional fee-earning opportunities
- Extra value-adding services to clients

### FOR LEADERS

- Develop higher performance of team members
- Better communication between leader and staff
- Improved appraisal conversations
- Better motivation and higher morale in team
- Greater empowerment of staff
- Less dependence on the leader
- Better balance between task and people orientation
- Improved succession development

## Testimonial

***"I would thoroughly recommend this programme for anyone who is interested in coaching. This was much more intensive than any other courses I have done and as a result I learned so much more about the coaching process and myself along the way. Really worthwhile"***

Business Change Manager, Scottish Water

## About Quiver Management

Quiver Management provides executive and business coaching services to senior leaders and business owners, helping them grow their businesses, improve their teams' performance and increase their personal effectiveness and impact.

We are at the cutting edge of using coaching within organisations to increase performance, support senior executives, build high-performing leadership teams and create organisational partnerships.

Quiver Management also provides a comprehensive programme of corporate coaching and mentoring training and support, including a number of European Quality Award winning training courses for leaders and professionals.

All of our services are further underpinned by an extensive set of tools, approaches and frameworks that we have licensed or developed to help and support our clients through their programmes.

Our team of coaches all come with from successful business leadership and management backgrounds spanning start-up businesses to senior executive careers with blue-chip organisations.

Founded in 2002, we have built a successful track record with an impressive list of clients from start-ups through to large international corporations.

Visit [www.quivermanagement.com](http://www.quivermanagement.com) to see more or call us on + 44 (0)333 123 2002



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