

# Certificate in Coaching and Mentoring for leaders and professionals

## Who is this suitable for?

We deliver 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 for:

- 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.

Our programmes will give participants the mindset, competencies and confidence to provide effective quality coaching and mentoring to clients and colleagues, and are run both as open courses and in-house programmes.

## 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

Workshop Training	14 Hours
Coaching Practice	10 Hours
Reflection	4 Hours
Supervision/ Support	2 Hours
<b>Total</b>	<b>30 Hours</b>

## Approach and Structure

### European Quality Award

- Developed by Quiver Management to fulfil the stringent EMCC competency standards
- Our trainers and supervisors are both experienced coaches and experienced leaders/professionals

### Focused Programme

- We design our programmes for practical application in each participants' business environment
- We work with real-life examples and dilemmas

### High Quality Learning

- We use interesting and varied learning methods
- Our approach accommodates a variety of learning preferences
- Two personal learning sessions with an experienced coach are included
- Participants gain new mindsets and confidence as well as learning new techniques and tools

### Efficient

- A 2-month programme consolidates learning and application
- We optimise use of participants' time and efforts to complete the programme
- Our methods are focused on core coaching competencies for use in business environments
- An intensive 2-day workshop limited to six to nine participants

### UK Wide

- We run regular open programmes run across the UK at a location to suit you
- Our programmes are available as in-house programmes for 6 or more people

*"I would strongly recommend this programme for anyone who wishes to embark upon coaching, or further strengthen their coaching abilities. In particular the relevance to coaching in the workplace, and coaching as a leader, makes this particularly relevant for organisations"*

**Director, Lloyds Banking Group**

## Benefits

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

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

### For Professionals

- Enhanced credibility with clients and colleagues
- A competitive edge when bidding for assignments
- Stronger relationships with clients and colleagues
- A more thorough 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 leaders and staff
- More effective appraisal conversations
- Improved motivation and higher morale in team
- Greater empowerment of staff
- Less dependence on the leader
- Better balance between task and people orientation
- Enhanced succession development

### European Quality Award winning programmes

Our certificate programmes are accredited by the European Mentoring and Coaching Council; Europe's leading professional body for coaching and mentoring. The programmes have been awarded the prestigious European Quality Award, so participants will receive an internationally recognised qualification upon successful completion.



## About Quiver Management



### Executive and Business Coaching

Quiver Management provides executive and business coaching services to senior executives in large multinational corporations, professional services firms and public sector organisations as well as high growth business owners. We help them grow their businesses, improve their team's performance and increase their own effectiveness and impact.

### Leadership and Management Development

We provide tailored training and development for senior executives and high growth business owners, ranging from short courses to accredited qualifications. The training will equip leaders with a strong set of practical knowledge and tools to lead their organisations and grow their businesses successfully.

### Coaching and Mentoring Training

Quiver Management is a specialist in coaching and mentoring training. Our comprehensive programme ranges from one-day mentor training, to internationally recognised qualifications and coaching culture change initiatives.

### Leading Change and Performance Improvement

We are experts in change leadership with a long successful track record of supporting organisations through transformation. We help create change and performance improvement at individual, team and organisational levels through executive coaching, team development, staff engagement, workshop facilitation and change management consultancy.

### High Quality Team of Coaches and Trainers

Our team of 19 coaches and trainers come from successful senior leadership and professional backgrounds spanning start-up businesses to senior executive careers with blue-chip corporates and professional firms.

### Impressive Track Record and Reputation

You can trust the quality and integrity of our team and our services.

Quiver Management holds three European Quality Awards and all our coaches are qualified with professional coaching bodies. We are an Approved ILM Training Centre and we are a corporate member of EMCC. We adhere to their Code of Ethics and we are highly active in supporting EMCC's work to create high professional standards in the coaching and mentoring industry.

Founded in 2002, we have built a successful track record with an impressive list of clients from start-ups through to large international corporations and professional bodies. Visit our website to see more about what we do, who we work with and our clients' feedback.

*"In my work helping leaders grow their businesses, their teams and themselves, I've seen the difference that high quality coaching and leadership development can make. It never fails to inspire me."*

**Jan Bowen-Nielsen**  
Owner, Managing Director

