

Managerial Coaching and Mentoring (MCM)

COURSE NUMBER **FAA01299**

For information about this course, contact:
 FAA Program Manager
9-AHD-FAAU-Core-PM@faa.gov

This highly interactive three-day coaching course covers the full spectrum of managerial coaching activities. It begins by providing foundational coaching skills for managers who must coach and mentor subordinates, with a focus on managing managers, 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.

Participants also learn to distinguish coaching from mentoring and counseling, determine readiness of a coaching candidate, and select the best coaching or mentoring approach.

OBJECTIVES

- Coach and guide the development of employees and subordinate managers.
- Identify the ideal attributes of a mentor, individual strengths as a potential mentor, as well as areas needing improvement.
- Differentiate between coaching, counseling, and mentoring.
- Demonstrate key coaching and mentoring skills of effective inquiry; active listening; constructive feedback; action planning and accountability.
- Access and use FAA resources to establish and enhance mentor/mentee relationships.
- Fulfill coaching responsibilities outlined in Managerial Workforce Planning (MWP) policy.

KEY COMPETENCIES

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| <ul style="list-style-type: none"> • Accountability and Measurement • Communication • Developing Talent | <ul style="list-style-type: none"> • Interpersonal Relations and Influence • Managing Organizational Performance |
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CLASS SIZE

16 participants

LENGTH

3 days
 (Tuesday, 8:00 a.m. –
 Thursday, 4:30 p.m.)
 24 hours

LOCATION

FAA Academy
 Oklahoma City, OK

UPCOMING DELIVERIES

(see [FY13 Schedule](#))

WHO SHOULD ATTEND

Recommended for all managers; priority given to managers of probationary managers

ENROLLMENT

To enroll, contact your line organization’s training coordinator.

PREREQUISITE

None

PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing assignments that must be completed prior to your arrival at class.

RELATED COURSES

- Constructive Conflict Management (FAA01318)
- Frontline Manager Course-Phase 3 (FAA01292)
- Influence, Inquiry & Implications (FAA01249)
- Middle Manager Course (FAA01291)
- Systems Thinking (FAA01277)