

Title:	UNIT 503 - Reviewing own ability as a management coach or mentor	
Level:	5	
Credit value:	3	
Unit guided learning hours:	7	
Learning outcomes (the learner will)	Assessment criteria (the learner can)	
1 Be able to assess your own skills, behaviours and knowledge as a coach and mentor	1.1 Conduct an evidenced assessment analysis of your own ability as a coach and/or mentor relating to knowledge, skills and behaviours 1.2 Using this analysis critically review your strengths and weaknesses in relation to your skills, behaviours and knowledge as a coach or mentor	
2 Be able to critically review and reflect on the effectiveness of your own practice as a coach or mentor	2.1 Critically review the coaching activity undertaken looking at the process, patterns and outcomes 2.2 Critically evaluate your own skills as a coach or mentor focussing particularly on your self-awareness, approach, communication skills, and relationship management 2.3 Discuss how you ensure your coaching or mentoring is ethical and non-judgemental 2.4 Provide evidence of reflecting on actual coaching or mentoring activity by using examples and evidence	
3 Be able to demonstrate how you have developed and how you plan to develop in the future as a coach or mentor	3.1 Explain and reflect on the effectiveness of tutorial supervision 3.2 Provide evidence of how you have recorded and logged your own progress and development as a coach or mentor 3.3 Provide a linked and relevant plan for your future development for a minimum of the next twelve months	
Additional information about the unit		
Unit purpose and aim(s)	To enable managers to review their ability to perform effectively as management coaches or mentors.	
Unit review date	31/03/2017	
Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate)	Links to Coaching & Mentoring 2012 NOS: LSI CM01, LSI CM02, LSI CM03, LSI CM04, LSI CM05, LSI CM08, LSI CM09	

Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from a sector skills council or other appropriate body (if required)	Learning and Skills Improvement Service (LSIS)
Equivalencies agreed for the unit (if required)	D5.02 – Reviewing own ability as a management coach or mentor
Location of the unit within the subject/sector classification system	15.3 - Business Management
Name of the organisation submitting the unit	Institute of Leadership & Management
Availability for use	Restricted to City & Guilds
Additional Guidance about the Unit	
Indicative Content:	
1	<ul style="list-style-type: none"> • Skills, abilities, knowledge of an effective coach and mentor • Models of reflective practice (e.g. Kolb, critical incidents, arcs of attention) • SWOT and PESTLE Analysis • Self assessment tools and techniques • Coaching and mentoring codes of conduct (e.g. Association for Coaching, EMCC, etc)
2	<ul style="list-style-type: none"> • Non-combative challenging strategies to alter inappropriate attitudes and behaviour • Recognition of client needs beyond coach's competence (personal social or psychological problems, learning difficulties or disabilities) and available support services • Negotiation strategies and techniques • Factors determining workplace relationships – organisational, task and personal – and their impact on work performance and the coaching or mentoring process • Strategies and techniques for addressing and improving poor personal relationships in the workplace
3	<ul style="list-style-type: none"> • Verbal and non-verbal communication skills (questioning, listening, analysis of non-verbal communication, reflection and summarising skills), in person, by telephone and by email • Nature and value of networks, analysis of personal networks and development of networking skills • Managing self and time to build and sustain networks