MALAYSIA HR FORUM

COACHING & MENTORING SKILLS

FOR PEAK PERFORMANCE

RM 2,800

MALAYSIA HR FORUM ACADEMY,
LEVEL 12, MENARA PKNS,
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MODULE OVERVIEW

Coaching & Mentoring for Peak Performance program is designed for managers, executives and leaders in corporations using coaching/mentoring skills to help employees enhance growth and performance, as well as promote individual responsibilities and accountabilities.

Coaching & Mentoring is an ongoing process, which help to build and maintain effective employee and supervisory relationship. When employees' capabilities gaps are identified, there are a number of ways to bring them to the desired performance level. Other than training, coaching & mentoring is widely used while it is a more personalized and targeted solution.

TARGETED PARTICIPANTS

- Directors
- Senior Executives
- Manager

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LEARNING OBJECTIVES

- To have clarity of the values of Coaching & Mentoring
- To understand core accountabilities as excellent coach and mentor
- To confidently apply coaching & mentoring intervention whenever need to.
- Take away some practical coaching / mentoring tools and techniques that can be used right away.
- To improve performance and gain great results.
- To build better relationships at work

METHOD OF TRAINING

- Interactive Learning Mode
- Presentation
- Group Discussion
- Case Studies
- Practical Exercises

DURATION

2 Days

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LEARNING OUTCOME

- Use coaching & mentoring to tackle major personal problems in absenteeism, conflicts, rapid staff turnover, low morale, lackluster performance & employee friction.
- Assist employees to expand their aspirations, goals & horizons. Get them to clarify outcomes & results strongly desired.
- Guide employees to manage their own progress & accountability.
- Enable you to empower others with greater speed & overall effectiveness.
- Identify & eliminate mental blocks that are preventing them from achieving their best.
- Equip yourself with the necessary skills & techniques to shift beliefs, create necessary change, build powerful confidence, validate strengths & provide constructive feedback.
- Sharpen & fine tune your coaching & mentoring style profile
- Increase your own performance & that of your organization

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CONTENTS

DAY 1 | 9 AM - 5 PM

Module 1: Introduction of Coaching & Mentoring

- Why Coaching? ROI of Coaching?
- Coaching vs Mentoring
- Types Coaching & Mentoring
- Mindset shift for a Coach & Mentor

Module 2: Essential Attributes Being an Excellent Coach & Mentor

- Ability to build trust
- Role model
- Be motivating
- Limitation/flexibility

Module 3: Essence of Coaching & Mentoring

- Coaching & Mentoring deliverables
- Attitudes ~ iceberg theory
- Creating awareness
- Providing choices
- Committing responsibility

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CONTENTS

DAY 2 | 9 AM – 5 PM

Module 4: Coaching & Mentoring Competencies 1

- Ethics practices & standards
- The Performance Curve
- Coaching Presence
- Active listening
- Influencing skills

Module 5: Coaching & Mentoring Competencies 2

- Coaching Process - GROW Model
- Powerful questioning
- Giving feedback
- Other technique: Scaling, Metaphors
- Action planning

Module 6: Establishing Coaching & Mentoring Culture in Your Organisation

- Benefits to organization and talent development