

PERFORMANCE COACHING SKILLS

DATE: 19-20 April / 24-25 July / 16-17 October 2023
24-25 January 2024

FEE: RM980

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Course

PROGRAM OVERVIEW

In today's increasingly complex and competitive business environment, coaching is becoming one of the most powerful tools to drive and sustain employee performance. A well-developed coaching session builds individual employee's strengths, develops personal leadership and responsibility, and delivers desired business results to the organisation - simultaneously. Coaching and performance feedback are therefore critical skills for every executive whose responsibilities includes enhancing staff performance.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Know and understand the coaching and counseling function.
- Differentiate between types and objectives of the coaching session.
- Determine the cause of unsatisfactory performance.
- Utilise the appropriate coaching models to correct subordinate performance
- Give effective behavioural feedback to rectify negative performance

METHODOLOGY

- Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Irene Choong

She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is also a Certified Neuro-Linguistic Programming (NLP) Practitioner. Irene also holds a Certificate IV in Training and Assessment (Australia) which is a Work-Based Certification recognised within the Australian Qualifications Framework. She also has accumulated wide experience in the field of management, corporate communications, marketing and service having served in various management capacities in various industries.

PROGRAM CONTENT

Module 1

Coaching

- Management Function – Controlling
- Improving Job Performance
- Definition of coaching
- Why important?
- When to coach
- Coaching goals
- Benefits of coaching
- Characteristics of an effective coach

Module 2

Characteristics of Coaching

- Attitude or Performance?
- Checklist on Coaching
- The difference between coaching /counseling
- Determining when to coach / counsel
- Recognising people at risk of declining performance
- Skills for Coaching and Counseling

Module 3

Performance Coaching skills

- Developing core coaching skills
 - Results-focused questioning skills
- Important tips during coaching session
- Coaching to bridge performance gap – the 4C's model
- Coaching to clarify goals and expectations – GROW model
 - Facilitation questions during coaching
 - 'What to say' & 'How to say'

Skills practice – Applicable at workplace

Module 4

Coaching Difficult Workers

- Understanding and identifying issues that influence undesirable attitudes
- Ways to diffuse and transform conflict to teamwork
- Observing behavioral pattern
 - Body language
 - Assessing content and feelings
 - Questioning and listening skills
 - Uncooperative Employees
- Encouraging your subordinates

Skills practice: Practice effective coaching techniques

Module 5

Behavioral Feedback on work performance

- D.E.S.C.A. Feedback Process
- Confrontive assertion
 - Golden rules
 - 5 steps
 - Turning poor questions to your advantage

Practise feedback skills during a coaching session

Module 6

- Summing it up
- Implementing and Enforcing Reward and Punishment system
- Enhancing employee's performance

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 (<i>continue</i>)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2 (<i>continue</i>)
		End of the day

Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 4
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4 (<i>continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		End of the day

