

## **Coaching and Mentoring for Performance**

Do not know how to incorporate coaching and mentoring in your daily work?

How to conduct effective coaching?

Do you know effective coaching and mentoring increase organisational productivity?

### **Introduction**

Coaching works at every level and in all organisation relationships. It works to improve the performance of individuals from low management to senior management; it works to improve entire organisations. It works because coaching creates the major factors that lead to commitment: it clarifies goals and priorities; it helps people understand what is important and what is not; it invites people to demonstrate competent influence over their performance and career; it improves the knowledge and skills that people need to do their best, and it conveyed to others just how important and appreciated they are. Coaching also helps people resolve their performance problems and challenges people to the over-higher level of performance. This training helps the candidate to boost and coordinate their work through the coaching method. Also, this training helps the candidate to apply efficient monitoring in project management.

### **Program Objectives**

This program aims to:

- Gain knowledge of the basic processes behind coaching
- Discover the benefit of coaching and apply coaching models
- Identify opportunities for coaching: Project monitoring, team coaching.
- Able to introduce coaching in the organisation
- Aware of the ethical issues involved in coaching

### **Learning Outcomes**

After completing this program, participants should be able to:

- Apply coaching and mentoring methods
- Identify common mistakes of new coaches
- Apply coaching and mentoring when handling business activities and supervise the team.

### **Who should attend?**

First-line management, middle management, senior management and anyone who needs to give instructions and communicate with others when working.

### **Methodology**

Case studies, forum discussion, role-play, presentations, gamification

## Program Outline

<b>Time</b>	<b>Day One</b>
<b>9.00am – 10.30am</b>	<b>Preparing for Coaching Mindset</b>  It is essential for participants to have the right mindset towards the concept of coaching. It includes enabling participants to fully understand the scope and limitation of coaching. Besides, the participant would learn the strength and speciality of coaching exercise.
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-12.00pm</b>	<b>Venturing into the World of Coaching</b>  This module exposes participants to the world of coaching. The participants would learn the theory and the practical cycle of the coaching process. Participants would learn the strategy of coaching that starts with discovery, analysis, action plan, and creating awareness.
<b>12.00pm-1.00pm</b>	<b>Challenges to Effective Coaching</b>  Coaching can be an extremely rewarding experience. However, there are times when the coaching relationship can become frustrating to you and/or the coaches. In this module, participants would learn factors that contribute to the effective coaching program. Besides, participants would learn the challenges that a coach might be facing when conducting a coaching program, especially what could be causing your frustration.
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<b>Debunking Myths about Coaching</b>  There are many misunderstandings about coaching. This module helps each coach become a stronger leader who shows up to their athletes in an authentic way - that is true to who they are. By understanding the depth of the coaching process, participants would be trained as an effective coach.
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>

<b>4.00pm-5.00pm</b>	<p><b>Role of Manager as Coach</b></p> <p>The role that the manager must play in coaching to ensure maximum return on critical talent outcomes. The key competencies: teamwork, organisational awareness, influence, managing others, creativity, systems thinking, collaboration, adaptability, cross-functional expertise, and networking ability. These soft skills define performance today, and managers must actively coach employees to develop them. That is why there is a need for the mindset shift for the managers.</p>
<b>Time</b>	<b>Day Two</b>
<b>9.00am – 10.30am</b>	<p><b>The Fundamental of Coaching</b></p> <p>Wherever you are in your coaching journey, it's always a good idea to revisit the fundamentals of coaching. It's often the basic principles that can be forgotten. Participants are exposed to the basic skills in coaching to provide them with a reminder of what they have learnt from their previous experience.</p>
<b>10.30am-11.00am</b>	<b>Morning Break</b>
<b>11.00am-12.00pm</b>	<p><b>The G.R.O.W Model: The Practical Perspectives</b></p> <p>It is a simple method for goal setting and problem-solving. It was developed in the United Kingdom and was used extensively in corporate coaching in the late 1980s and 1990s. Participants will learn the practical ways in a systematic and step-by-step approach on how to conduct coaching in the business world.</p>
<b>12.00pm-1.00pm</b>	<p><b>Powerful Coaching Questions</b></p> <p>The GROW coaching model helps you to become a better coach. The GROW model is probably one of the best-known coaching models in the world. However, the strength of the GROW can be optimised when participants can ask the right questions. Hence, this module trained participants to ask the right questions to encourage others to speak up and provide further information.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch</b>

<p><b>2.00pm-5.00pm</b></p>	<p><b>Moving from Coaching Culture to a Coaching System</b></p> <p>To develop a sustainable working environment, participants are shared the method on how to create a coaching culture among the employees. Then, the strategic method of how to enable a coaching culture to be transformed into a coaching system. Managing and Ethical and Legal Implication of a coaching System. The number of coaching cases and coaches has increased dramatically over the last several years. There are many reasons for this increase. When well done, coaching efforts can result in both improvements in the organisation and organisational outcomes as well as in individuals and groups. Even the most highly qualified coaches and best of managers, however, can find themselves involved in situations that create either ethical dilemmas or legal challenges. This module helps a coach to know the law and issues ethical issues so that they always remain at the highest ethical standard.</p>