

2 – DAY COACHING & MENTORING

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INTRODUCTION

Leaders and managers need to be equipped with the necessary assessing, coaching and mentoring skills to help tackle employees' problems at the workplace including low motivation, poor performance, inability to achieve goals/ outcomes desired, frequent absenteeism, conflicts, disputes, inability to solve problems, lack of focus and concentration, etc. Sometimes it could also be due to personal, marital and financial problems outside the workplace that are disturbing and discouraging the employees from performing at their optimum.

It is time for organisations to develop and create a coaching culture which emphasises the importance of active listening with open, honest, clear and direct communication. There is increasing documentation that shows a positive return on investment and results among leaders, managers and organisational teams who have a coach.

There is one ingredient of high performing organisations that cannot be left to chance - people and manpower. It is people - employees and staff - who will make or break an organisation's effectiveness and profitability including its survival. Therefore, it is a critical and necessary requirement for organisations to ensure effective coaching and mentoring for all its employees at the workplace



METHODOLOGY

Accelerated Learning Technique, Gamification And Experiential Training based on 4Ps: Preparation, Presentation, Practice, Performance.

To make the training effective and thought provoking yet lively and entertaining, the trainer utilises a combination of various training methodologies including a combination of expert input plus practical sessions:

- Expert Input and Instructions, Notes and Hand Outs
- Lots practical Hands-On Sessions
- Group Discussions, Individual Exercises and Presentations
- Video Clips, Brainstorming Sessions
- Demonstrations, Role Play, Games and Activities
- Visualisation, NLP Tools, Scaling Technique

COURSE OBJECTIVES

By the end of this course, you will be able to:

- Create massive awareness of your employees' strengths and talents
- Stretch your employees' skills and abilities to the maximum
- Shift un-empowering beliefs and behaviour patterns
- Implement strategies to bring about change
- Strengthen alignment of vision, goals and outcomes desired
- Successfully resolve misunderstandings, distortions, conflicts, and problems
- Encourage employees' progress, accountability and responsibility

WHO SHOULD ATTEND?

- All managers
- Heads of departments
- Line Leaders and Supervisors
- ALL who wants to learn to apply and maximise Coaching and Mentoring skills effectively at the workplace

PROGRAM OUTLINES

MODULE 1: COACHING BENEFITS, DELIVERABLES AND COMPETENCIES

- Power of STAR coaching
- Focusing on strengths
- Breakthroughs in thinking and mindset shifts
- Strengthening alignment to vision and values
- Clarity about coaching outcomes and success indicators
- Eliminating inhibitors to effective coaching
- Mastering the Roadmap for coaches
- Meeting ethical guidelines and standards

MODULE 2: BUILDING THE RELATIONSHIP - TRUST, INTIMACY AND COACHING PRESENCE

- Ways to create trust and intimacy
- Ability to create a safe and supportive environment
- The power of empathy, strength validation and commonality
- Developing a coaching presence
- Employing a style that is fully conscious, open, flexible and confident
- Clarifying and championing aspirations
- Responding to the "Who" and the "What"
- Displaying behaviours that are sincere, inspiring and non-judgmental

MODULE 3: ACTIVE LISTENING AND POWERFUL QUESTIONING

- "Dancing with the client" techniques
- Detecting emotions, keywords and patterns
- Listen for what are "unsaid" - deletions, generalisations and distortions
- Reframing techniques - paraphrasing, summarising, clarifying and sharing observations
- Develop ability to ask the right, transformational questions
- Guidelines on asking questions for exploring, expanding and challenging paradigms and beliefs

MODULE 4: DIRECT COMMUNICATION AND EFFECTIVE USE OF LANGUAGE

- Speak cleanly and simply to maximise positive impact
- Enable "coachee" acknowledgement and appreciate potential
- Steps to giving positive and constructive feedback
- Learn to receive feedback as well
- Reflecting and mirroring techniques

MODULE 5: CREATING AWARENESS

- Be able to accurately evaluate multiple sources of information
- Make interpretations to gain awareness and achieve agreed outcomes
- Identifying blind spots and uncovering the "hidden"

MODULE 6: DESIGNING ACTIONS - CREATE OPPORTUNITIES FOR ONGOING LEARNING

- How to move the "coachee" forward
- Designing "Being and Thinking" actions
- Getting commitment and use of powerful clarifiers
- Do's and Don'ts as a guideline

MODULE 7: PROGRESS AND ACCOUNTABILITY

- Review progress and focus on what's important
- Identify barriers to progress
- Encouragement and offering higher accountability support
- Effective closing techniques for coaching session

MODULE 8: SOME COACHING TOOLS

- Strategies to help "coachee" change
- The Scaling Technique
- Handling emotions and EFT Technique
- Building strong confidence and shifting beliefs

MODULE 9: TECHNIQUES FOR IDENTIFYING PROBLEMS - TESTING PROBABLE CAUSES

- **Root Cause Analysis** - 5 Why Diagram and 5W 1H
- **Fishbone/ Affinity Diagrams** - define effect/problem, identify causes and sort ideas into useful categories
- **Reframing Matrix** - generating different perspectives
- **Picture Stimulation** - draw picture of problem
- **Pareto Analysis** - choosing the most important changes to make
- Team Project: Excellent Techniques To Help You Identify, Pinpoint and Confirm Problem Areas and Where The Problems Are Coming From

PROGRAM OUTLINES

MODULE 10: INDIVIDUAL TECHNIQUES FOR GENERATING ALTERNATIVES

- Attribute Listing
- Back to the Customer
- SCAMPER
- Individual Exercise: Select Your Technique - Analysis, Evaluation and Presentation

MODULE 11: GROUP TECHNIQUES FOR GENERATING ALTERNATIVES

- Brainstorming Techniques - Different Points of Views
- Lotus Blossom Technique
- Storyboarding
- Reframing Matrix
- Pin Card/ Gallery Method
- Process Mapping

- Group Projects - Brainstorming, Discussion and Presentation

MODULE 12: DEPLOYING YOUR DECISION AND DECISION ANALYSIS

- Clearly expressing analysis results
- Ensuring organisational benefit
- Guaranteeing maximum buy-in
- Choosing among alternatives
- Establish and assign weight to objectives in order to make the best decision
- 3 Techniques: Cost-Benefit Analysis, Grid Analysis and 6 Thinking Hats

MODULE 13: HOW TO IMPLEMENT PARALLEL THINKING?

- The Six Thinking Hats Method
- White Hat: information, data, facts and figures
- Red Hat: intuition and feelings
- Black Hat: cautions and downsides
- Yellow Hat: benefits and values
- Green Hat: creative ideas and alternatives
- Blue Hat: managing the thinking process
- Simulation: 6 Hats - When, Where, What, Why, How

MIND MAP THE 2-DAY LESSONS WITH ALL THE LEARNING POINTS

- Every participant will also be given a practical, easy to read yet thorough set of notes. The notes are wonderfully and carefully written with relevant and humorous pictures. It is **content-rich** but **summarised** for easy reading and follow through. **This is a Special Gift to all Participants as a Fantastic Takeaway After the Training.**