



POWER OF COACHING & COUNSELING FOR PERFORMANCE AT THE WORKPLACE

A successful manager is both a Coach and a Counselor and knows what each employee needs at a particular time

DATE:
18-19 September 2019

VENUE:
MEF Training Center,
Petaling Jaya

PRICE:
RM 901.00 (Members)
RM 1007.00 (Non-Members)

- PRICE ABOVE IS INCLUSIVE OF 6% SST
- 10% discount will be extended to the 3rd person onwards

MEF Academy Sdn Bhd,
3A06-3A07, Block A, Pusat
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16 (off Jalan Damansara),
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Darul Ehsan, Malaysia

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INTRODUCTION

A successful manager is both a coach and a counselor and knows what each employee needs at a particular time. This takes some practice, but it can be done.

To be a good coach or counselor, managers have to be good listeners and be genuinely interested in retaining the best talent. Good managers set clear expectations and provide frequent feedback on where employees need to improve and encourage employees to learn and grow.

Let's say you have an employee who you think has the potential to take on new responsibilities. He always brings new ideas to the team and makes great suggestions for improving processes and tasks. This employee needs a manager to coach him—to help him develop the skills he needs to take a big step forward in his career.

On the other hand, you have an employee who isn't meeting the goals you set together in her last performance review. You've pointed out where she's not meeting expectations, provided the tools she needed, and helped where you can, but you're not seeing improvement. This employee needs you to counsel her—maybe even put her on a performance improvement plan to outline where she needs to improve by a given date and what the consequences of not improving are (up to and including termination).

Understanding the differences between coaching and counseling is crucial to successful manager-employee relationships. Working on your coaching and counseling skills will help you be a better manager and develop a more productive and engaged staff

OBJECTIVES

To enable participants to:

- Understand the importance of Coaching & Counselling at the workshop and how they are part of the change process
- Have a better understanding of their role as a coach and counsellor
- Understand the difference between Coaching & Counselling (Can't do and won't do)
- Know when to coach staff and when to counsel them
- Acquire the skills of Coaching & Counselling
- Apply the effective steps of Coaching & Counselling at the workplace

TARGET PARTICIPANTS

Supervisors & Managers (*both HR & Non HR*) who are ultimately responsible for producing results both directly and indirectly through the effort and competency of others.

METHODOLOGY

- Lectures
- Role Play
- Discussions
- Video Presentation

DURATION

14 Hours (2 Days)



For further information, please contact;

Cik Zana or Cik Ina

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Course Outline

1. WHY DO EMPLOYEES FAIL TO PERFORM

- Performance Factors
- Personal Issues

This is an introductory chapter that introduces participants to the performance factors in organizations and the declining factors

2. CONCEPT OF COACHING & COUNSELING

- Leadership & People Management skills
- Key differences / Approach

In this topic, participants will be introduced to the concept of Leadership and understand the difference between Coaching & Counseling

3. DEFINITION OF COACHING & COACHING A PROBLEM EMPLOYEE

- Coaching Process
- Coaching Techniques
 - Identifying work problem
 - Solution and actions
 - Skills required
- Step-by-Step Coaching Interview
- Using the GROW Model of Performance Coaching.
- Situational Role-Play

Here participants will be taken through step by step into the Coaching process and using the soft questioning techniques to draw performance feedbacks from the employee

4. ATTITUDE/MOTIVATION & DEFINITION OF COUNSELING

- Psychology of Human Behavior
- Maslow / Herzberg's Motivation
- Difficult Behavior
- Positive Acknowledgement
- Constructive Feedback
- Questioning Skills
- Listening Skills
- Body Language
- Counseling Process & Techniques

This chapter focuses on the motivational effects in counseling and understanding the reaction of the counselee during the process

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1. Mr/Mrs/Ms;

Designation;

E-mail;

2. Mr/Mrs/Ms;

Designation;

E-mail;

3. Mr/Mrs/Ms;

Designation;

E-mail;

PERSON IN CHARGE

Name;

Designation;

Company;

Address;

Tel No;

Email;

Attached is our cheque no: _____ payable to :

- Malaysian Employers Federation (Members)
- MEF Academy Sdn Bhd (Non-Members)

(Payment by cash or cash cheque will not be accepted)

- **RM 901 (per-person) MEF Members**
 - **RM 1007 (per-person) Non MEF Members**
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Please forward all registrations to:

Cik Ina

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roszana@mef.org.my; nazlina@mef.org.my

TRAINER'S PROFILE

- Certified NLP Coach certified by ABNLP™
- Professional Member (MAHRI) of the Australian Human Resource Institute
- Licensed Practitioner of NLP™ certified by The Society Of NLP.
- Certificate in Talent, Competency & Succession Planning from PennState University
- Qualified Trainer in Management Training Program issued by (NICC) Japanese Business Federation and Japanese Industrial Training Association (JITA)
- Certified Trainer by Pembangunan Sumber Manusia Berhad (HRDF)

Mr. SRI VAHLSAN

(Certified NLP Coach & Practitioner)

Having spent more than 20 years in Hotel Operations, where he was involved in pre-opening of hotels and restaurants. He was also involved in Managing Performance, Managing & building Team when he was assigned as a Department Manager. Having a versatile approach and using the GROW approach in Coaching & Counseling has led him to believe that performance coaching is the essence of building employee commitment at the workplace has further led him to strengthen his People Relations. Geared with this exposure and experience, his delivery has been able to bridge the gaps in organizational needs by transforming the contents into reflective inputs for employees to succeed in their working place.

As Mr Sri is a Certified NLP Coach & Practitioner, this has strengthened his scope in the area of Performance Coaching & Counseling especially in connecting with employees at all levels.

He is also a Certified Trainer in Management Training Program issued by (NICC) Japanese Business Federation and a Certified Trainer issued by Human Resource Development Fund. (HRDF)

Academically he holds a Bachelor's Degree in Hospitality Management from Bournemouth University in UK and a Master In Management (specializing in Human Resource) from Open