

Coaching, Mentoring & Career Development for Success

Date	(\$)Fees
10 March -14 March 2024 Kuala Lumpur	3500

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Why Choose this Training Course?

The demands of a competitive business environment, the emergence of a more transformative approach to leadership and the emphasis placed on employee empowerment have all resulted in a growth in the use of coaching, mentoring and other career development activities in workplaces worldwide. An effective coaching, mentoring and career development process will include a range of techniques from communication skills, counselling techniques, human psychological processes and an understanding of human development. This course will introduce participants to the core skills of Workplace Coaching, Mentoring and Career.

This course will feature:

- Explore best practices in career development
- Coaching as an essential skill for leadership success
- Practical skills workshop conducted each day where what has been learnt will be put into practice
- Developed to address the core coaching competencies needed to act as a workplace coach

What are the Goals?

By the end of this course participants will be able to:

- Demonstrate coaching skills
- Utilise modern coaching and mentoring techniques in the workplace
- Apply motivational coaching techniques
- Plan and structure a mentoring plan for individuals
- Develop career plans suitable for use in your organisation

Who is this Training Course for?

This course is suitable for anyone who wishes to develop their skills in coaching others. Participants would be expected to have competence in communication skills, though these will be further developed in this course. In particular this course would suit:

- Managers, Supervisors and Team Leaders
- All Human Resource (HR) personnel

- HR Business Partners
- People who need to coach or mentor others in their day-to-day work
- Anyone involved in learning & development or talent management

How will this Training Course be Presented?

This Course will be presented in a highly collaborative presentation style. Individual and group activities will intersperse the sessions. Video presentations will highlight the major teaching features. A variety of Practical Sessions and Role Plays and group interaction are programmed into this Course.

The Course Content

Day One: Coaching Foundation

- Types of Workplace Coaching
- Distinguishing between coaching, mentoring and counselling
- Key coaching skills
- Meeting ethical guidelines and professional standards
- Preparation, Explanation, Demonstration and Imitation
- Consolidation and Review in the Cycle

Day Two: Advanced Communication Skills for Coaching & Mentoring

- Understanding your personal communication style
- Active listening
- Questioning techniques
- SOLER Model for coaching
- Language - verbal and non-verbal
- Conducting a coaching session

Day Three: Mentoring Techniques & Practices

- Objectives and benefits of mentoring
- Corporate mentorship programs
- Most commonly used techniques among mentors
- Mentoring relationships: formal and informal
- Pitfalls to be avoided for effective Mentoring
- Mentoring Technique

Day Four: Career Development principles

- Understanding human development and learning
- Learning Styles – Honey & Mumford
- Introducing career development
- Best practices in career development
- Developing your career SWOT
- Career planning & Talent Management

Day Five: Supporting organisations using coaching

- People problems at work
- Caution in relation to Managers carrying out counselling or coaching for personal problems
- Developing workplace counselling programmes (EAPs)
- Workplace Conflict
- How coaching can help address conflict
- Personal Action Planning



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