

# Developing the Coaching & Counseling Mindset (2 Days)

## Details of the program

Date : 10<sup>th</sup> – 11<sup>th</sup> November 2020

Time : 9am – 5pm

Venue : Concorde Hotel, Kuala Lumpur

Fee : RM1,500.00



## Overview

The practical coaching & counseling techniques you'll master will immediately improve your effectiveness in dealing with recurring issues in company. Using the easy-to-apply methods you'll learn, you'll put an end to nagging problems that have robbed you of valuable time and energy. Build on your unique leadership style for greater effectiveness. Proper coaching techniques are invaluable leadership skills that is needed even in this 21st Century environment.. Coach employees to grow their skills to the next level. One of the most perplexing jobs leaders face is getting team members with potential to take their skills to the next level. The secret to developing employees is Coaching & Counseling, which is why you'll learn essential how-to's for becoming a strong Coach, plus tips for avoiding common Coaching pitfalls. Help your people take more initiative, plan for their development — and watch them grow!

## Learning Outcomes

At the end of this course, you will explore the objectives on how to:

- Connect and build rapport with coachee during the coaching process.
- Proper coaching communications including giving effective and constructive feedbacks to coachee
- How to conduct proper and effective Coaching techniques using GROW methodology.
- Master the techniques of getting subordinates to do what you want them to do with excitement
- Ability to engage and conduct a proper Counseling session – the vital skill of a leader
- Comprehend the techniques of Meta Model Questioning during coaching
- Master the techniques of 'Reframing' situations and inspire subordinate towards excellence
- Ability to coach various difficult people using practical and hands-on techniques
- Develop Improvement plan with coachee and follow up sessions for monitoring improvements.

## Methodology

- NLP (Neuro Linguistic Programming) techniques in Break the Pattern 'Anchoring' and Reframing for various purposes
- Use of real scenarios in company or types of coaching dilemmas or situations (Role plays)
- Empowering engagement by Trainer with Leaders during workshop
- Video clips on Coaching & Communications
- Empowering Brainstorming sessions



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## Master Trainer

**Dr. Harjit S. Sidhu (FCCA, NLP, IHA, Ph.D)**, has been in the corporate field for the past 16 years (in manufacturing, internet, travel & hospitality (hotel), music and consultancy industry) and in last 15 years, he has consulted and trained on various soft skills programs such as Leadership, Motivational, Lateral Thinking, Coaching & Counseling and NLP related programs to the working adults.

Being a competent & versatile leading trainer in the region as well as an experienced Certified Master Trainer of NLP (Neuro Linguistic Programming), Dr. Harjit shares the experience, techniques and mastery of these tools in order to get the desired results, including individual transformation' via Transformational programs conducted.

Dr. Harjit uses Experiential Learning techniques into his various training workshops to enable participants achieve a higher level of skill, professionalism and competency even in technical programs such as Finance.

Dr. Harjit obtained his Doctorate of Philosophy (**PhD**) in **Hypnotherapy** and an attendee of Tony Robbins's (world's No 1 success coach) —Unleash the Power Withinll program, and is a **certified NLP Trainer** (American Union of NLP; International Society of Neuro Semantics, USA). He is also a **Certified Hypnotherapist** (CH, USA), **Certified Coaching** (IMPA, USA) and a **Certified trainer with HRDC** (Human Resource Development Council and constantly develops new & unique programs that equips the working individual with powerful tools such as 'Transformational Communication' and others. He has been featured on radio talk shows on BFM 89.9 for various personal development topics. Dr. Harjit are one of few trainers that conducts **transformational programs such as 'Fire-walking', 'Glass-walking', 'Arrow breaking' and others** in Malaysia.

An international trainer, Dr Harjit's knowledge, experience and passion in personal skills development particularly in the science of human behaviour & metaphysics and how it applies to working and business environments allows him to approach the trainings in the most practical and hands-on manner. His programs have been conducted within ASEAN region (Malaysia, Singapore, Brunei, Myanmar, Sri Lanka, Pakistan, Thailand, Vietnam and India). Harjit possesses a unique ability of inspiring individuals, making complex topics and subject matter easy to understand. His clear and interactive style has won him much praises from participants from leading companies in Malaysia.

# Course Outline

## **What is Coaching (defining before deciding the best approach)**

- What is the difference between coaching and other kinds of instructional methods?
- Identifying who needs coaching?
- What should you talk about first?
- What are the principles of coaching that you must adhere to?
- What is formal and informal coaching and how do they differ?
- What are the best formal systems of coaching and how can you implement them at work?

## **Recognizing Roadblocks : Why Managers fail to Coach**

In this component, we will look at the many reasons why managers fail to inspire or initiate a coaching program. Next, participants will assess their current behaviour and identify any roadblocks that are preventing them for coaching their team.

## **Coaching Skills: The Essentials and requirements on the Coach in Company**

- 5 insights leaders must possess
- The best way to get a good handle on the performance drivers behind each employee
- The GROW model of Coaching (GOAL-REALITY-OPTIONS- WRAP UP)
- Characteristics best needed of a Coach
- The Coaching conversation
- Preparing yourself to coach – are you in the right frame of mind?

## **Communication Skills for Winning Coaches (Rapport & Relationship building before session)**

- The importance of building rapport with coachee
- Effective listening to coachee
- How to build rapport with coachee; Relationship building
- Pacing and Leading them towards being coached and excellence
- Your body language and their body language

## **The Art of Questioning in Coaching: NLP Meta Model**

- Identifying why the current coaching session is not fruitful
- Getting the right questions to ask
- Exploring NLP Meta model of Questioning
- How to use session notes to monitor progress
- Using the Coaching Question bank

## **How to Give Feedback & Counseling session for improvements**

- How to assess the coachee and provide valuable guidance
- Removing pre-conceive mindset/opinion on Coachee before session
- How to give effective feedback
- How to overcome internal barriers while coaching
- How to overcome resistance to change or coaching
- Follow up on poor performer

## **Counseling staffs to improve performance**

- Using performance appraisals to drive improvement
- Listening and Feedback skills of leaders during counseling session communication
- Using 'Sandwich' or 'Bridging' technique of providing counseling feedback
- Sitting positions and layout of counseling room
- Follow up on poor performer
- Issuing and documenting formal and informal verbal warnings
- Developing a PIP-performance improvement plan that works

## **Difficult Coaching Situations and Formulating the Coaching Plan**

- Employees bringing personal problems to work
- Handle difficult or explosive personalities and behaviors
- Dealing with coachee that refuses to change
- Handling conflicts with coachees using various means
- Counsel employees who are older than or have more seniority than the manager
- Deal with chronic complainers and grippers
- Developing together the Development Plan

# Registration Form

ORGANISATION

CONTACT PERSON

ADDRESS

ENROLLMENT (NO.  
OF PAX)

TEL

EMAIL

TERMS AND CONDITIONS

## COST FEE

Cost RM1,500 per pax (inclusive of all materials and certifications).

*Please pay full amount of RM1,500 per person to secure your place.*

The full fee is required with your registration 2 weeks prior to the training. The Fees include lunch, coffee/tea breaks and notes and Certificate of participation.

3 Persons registered are entitled to a 10% discount. Further discount are available for large group

Written Cancellation : Registration cancelled 7 days prior to the event are subject to a RM110.00 service

Charge per pax. There will be no refunds for notice received less than 7 days to the event.

A substitute may be made at anytime at no extra cost.

## PAYMENT MODE

All Bank Draft / Local Order / Cheques must be crossed and made payable to:

**Quantum Achievers International SDN BHD**

## BANK TRANSFER

Account Name – Quantum Achievers International Sdn Bhd

Account No – 512-400-500374 (Maybank)

**All enquiries must be forwarded to: -**

**Quantum Achievers International S/B**

**Suite 7-23, 7th Floor, PV16, 2 Jalan Danau Saujana,**

**Danau Kota, 53300 Kuala Lumpur**

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