

## Coaching and Mentoring for Performance Workshop

We Help Leaders Grow Businesses

19<sup>th</sup> – 20<sup>th</sup> March 2012 | PARKROYAL, Kuala Lumpur

### Workshop Description

Today's professional works in a fast-paced, performance oriented and continuously changing environment. They constantly need to improve, learn and evolve themselves to keep up to these changes. To ensure these individuals continuous to develop, managers can utilize coaching to communicate, motivate, discipline and enhance their subordinates knowledge, skills, attitudes and behaviors.

This workshop will develop the participants with the essential skills required to coach others successful. This 2-day workshop will provide numerous hands-on interactive session to utilize the coaching skills learnt with immediate feedback on improvement areas by the facilitator.

### WHO SHOULD ATTEND

- Senior Manager
- Managers
- Supervisors
- Team Leaders
- Executives

\*\*Open to all Industries

### KEY BENEFITS

- **Appreciate** the importance of coaching;
- **Understand** the difference between managing and coaching;
- **Know** the what's, when's and why's of coaching;
- **Learn** the skills and the objectives of being a Coach;
- **Develop** and internalize the various types of coaching approaches;
- **Improve** communication of performance feedback;
- **Learn** to set and monitor personal development goals;
- **Appreciate** the barriers to coaching;
- **Learn** advanced communication techniques for better coaching interpretation.

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Book and pay before 31<sup>st</sup> Jan 2012 – USD1095, save USD300 per delegate

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### The Workshop Leader-Jeremy Lee



Jeremy serves as CEO/ Principal Consultant of ATCEN Sdn Bhd, He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Certified Trainer by Western Kentucky University (USA), a member of the Malaysian Association of Professional Speakers (MAPS) and was exempted from PSMB Train the Trainer Program.

Jeremy is a highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry.

With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK, US and China and is able to handle people from different backgrounds and levels

He is experience in coaching and mentoring many types of people under various circumstances, leading them gain fantastic performance results at work and fulfillment in their life. As a coach he has been said to be a great listener, focused and flexible in his approach to getting the best out from individuals.

Jeremy has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start-up firm with and also an Internal and External Auditor.

Jeremy is also sought after for his ability to handle of diverse personalities. Some of the companies he has worked with includes ACI, Atos Origin, AIA, AMEX, Altera, Ambank, Bursa Malaysia, Bank Islam, Bank Rakyat, Celcom, Comex Genesys, CNI, Continental Automative, CIMB Bank, Danisco, Dell, DHL, DiGi, EON, Exxon Mobil, Etiqa, Fuji Xerox, Great Eastern, EPIC-I, Hitachi, HP, IJM, IBM, LaFarge, Maybank, MAA, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike, Philips, Petronas, Prometric, MLRe, RHB Insurance, RHB Bank, Bank Rakyat, Scomi, Shell Trading, Shell, SRG, Standard Chartered, Telekom Malaysia, , TM Touch, TM Net, TNT, Tenaqa, Vsource, VADS, ZTE etc.

### TESTIMONIALS ABOUT JEREMY

*"Good session. I have a better understanding on how I should proceed as a new manager. Very good advice on handling difficult staff."*

*"Jeremy, you are really "Super" Trainer. It's really great to have training session with you. Hope to have more in the future."*

*"I enjoyed the training with Jeremy and hope to have other Management or Motivational related workshop for my work and for the organization."*

*"Very good trainer in terms of leading people to ask questions and providing excellent answers."*

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### Module 1: Winning the Performance Game

- What are the Difference between Coaching, Mentoring and Counseling?
- Determining the Objectives of Coaching for your Organization
- Coaching and Managing - The Difference

### Module 2: Developing Key Coaching Skills

- The Criteria, Principles & Qualities of an Effective Coach
- Superior Questioning Skills and the Power of Silence
- Developing Advanced Communication Skills to Ensure Buy-In And Build Rapport

### Module 3: The Coaching Session Proper

- Preparing, Planning and Conducting a Coaching Session
- Know What to Coach- Attitude vs. Behaviors
- The Differences Between Reprimanding, Commanding, Supporting and Motivating

### Module 4: Different Coaching Techniques

- Coaching for Personal Development Initiative GROW
- Coaching for Work Performance Improvement Curbstone
- Coaching for Disciplinary Issues- DESSC

### Module 5: Turning Resistance to Positive Change

- The Different Types of Resistance that will Occur
- Applying Various Approaches to Manage Different Resistance
- Coaching is a Tool in Management

### Module 6: Coaching in the Workplace

- Getting Individuals to Work on Themselves
- Developing a Performance Culture of Openness and Transparency
- Developing My Coaching Action Plan To Enhance My Team Performance

#### TRAINING SCHEDULE

0830	Registration
0900	Morning Session Begins
1030	Morning Networking Break
1300	Networking Luncheon
1400	Afternoon Session Begins
1530	Teatime Networking
1730	End of Sessions

**\*Chronology applies for both days**

#### TRAINING METHODOLOGY

The Workshop will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

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**19<sup>th</sup> & 20<sup>th</sup> March 2012**

**PARKROYAL, Kuala Lumpur**

**TO REGISTER OR FOR MORE INFORMATION:**

Kindly call Raj at 03-77283708 or email us at

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