
COACHING AND COUNSELING AT WORKPLACE

Key focus

1. Know and apply the concepts of coaching and mentoring
2. Understand the principles of teaching and supporting staff at the workplace
3. Understanding the relationships and issues that arise
4. Making coaching work for managers and the staff

Who will benefit

This course is suitable for all senior managers and heads of department who lead teams and have subordinates who may be called upon to lead or be promoted in the future.



Take The Next Step

Day one

1. Understanding Coaching and Counseling

- ▶ What is coaching and counseling and how each works?
- ▶ The Benefits of each
- ▶ The Reluctance to Coach by superiors

0900-1030

Morning tea break

1030-1045

- ▶ Identifying Qualities, Characteristics and Skills of Effective Coaches and Counselors
- ▶ Coaching process and applications

1045-1300

2. Understanding Cultures and situation to coach or counsel

- ▶ Selecting coaching style - The Push and Pull Technique
- ▶ How to identify Performance Problems
- ▶ How to troubleshoot the Causes of Performance Problems

1300-1400

Lunch

1400-1530

3. Emotional Intelligence and Coaching

- ▶ Understanding motivational needs
- ▶ Remaining in control

Afternoon tea break

1530-1545

- ▶ Developing emotional intelligence in others
- ▶ Using feedback
 - Making Feedback Effective
 - Four Types of Feedback

1545-1700

Take The Next Step

Day two

4. Plan and conduct coaching and counseling Sessions

- ▶ Defining goals
- ▶ Checking reality
- ▶ Creating new perspectives
- ▶ Points to remember before Coaching or Counseling Session

0900-1030

Morning tea break

1030-1045

- ▶ The step by step of conducting Successful Coaching and counseling Session
- ▶ How Performance Appraisal Meeting should be conducted

1045-1300

5. Making Coaching Works

- ▶ Coaching attitudes
- ▶ The pitfalls of coaching and counseling
- ▶ Dealing with barriers to coaching

Lunch

1300-1400

- ▶ Troubleshooting
- ▶ Dealing with organizational barriers

1400-1530

Afternoon tea break

1530-1545

6. Managing the Results

- ▶ How to Measure Success
- ▶ How to Manage if Coaching and Counseling are Not Effective

1545-1700

Take The Next Step