

**Course Title:****Coaching to Enhance Employee Engagement & Performance****Learning Overview**

*“To create a high performing team, we must replace typical management activities like supervising, checking, monitoring and controlling with new behaviours like coaching and communicating.” Ray Smith, CEO Bell Atlantic*

One of the notable HR trends will be the evolution of traditional performance management from mid and or, year-end performance appraisal reviews to real-time, regular and consistent performance conversations. Ongoing performance coaching, career coaching, feedback and feedforward sessions between superiors and their reporting staff will be part of leadership and supervision which also enhance employee engagement. The multi-generation workforce in the organisation, especially the millennials also favour regular coaching and feedback as there is mutual understanding, listening and communication to enable them to perform and develop further.

People Management is not the sole responsibility of HR function but an indispensable function of every Leader and Manager to lead, manage, develop and inspire their people to grow and glow. Instead of instructing, checking and controlling, it is critical for Leaders and Managers to adopt coaching, stay interview and feedback as a leadership style. Through coaching and stay interview, leaders can bring out the best of their people, develop and stretch their potential to reach organisation’s goals, and achieve business and performance outcomes. Leaders who coach and provide regular feedback to their staff will lead to an interactive and positive working relationship. They can also jointly identify issues, set mutually agreed performance goals and outcomes, discover the strengths and areas for improvement, co-create action plans and commit to fulfil their actions.

As coaching, feedback and career conversations are the key competencies of an Effective Leader/Manager, **what is the mindset of your Leaders and Managers with regards to conduct coaching and feedback regularly?**

**How well-equipped are they in conducting effective coaching sessions, stay interview, constructive feedback and feedforward** that motivate and not demotivate their people?

**What needs to be done for HR to initiate, implement and sustain an effective coaching and feedback system and culture** in the organisation?

**Learning Objectives**

- Identify the purpose and benefits of providing performance coaching and feedback as a leader
- Use coaching for performance, career conversations, career development and “stay” interview
- Acquire a positive mindset and essential skills for effective coaching and feedback
- Practice coaching using “Whole-Brain” thinking and breakthrough coaching questions
- Apply Coaching framework in various coaching situations with your subordinates
- Give positive and constructive feedback that ignite passion and motivate the staff
- Identify the process initiating, implementing and sustaining an effective coaching and feedback culture in the organisation

### **Learning Outline**

- Session 1: Fundamentals of Coaching for Performance and Employee Engagement
- Session 2 : Essential Coaching Skills and Techniques
- Session 3: Structured Coaching Framework (Practical session)
- Session 4: Apply Coaching Conversations and Other Coaching Tools
- Session 5: Giving Feedback, Feedforward and Competencies Development
- Session 6: Career Conversations
- Session 7: What's next after coaching?
- Session 8: Initiate, implement & sustain a Coaching & Feedback Culture
- Session 9: The Coaching Journey

### **Who Will Benefit**

Senior HR Executives; HR Supervisors; Assistant HR Managers; HR Managers

### **Training Methodology**

Lecture, activities, and discussion

### **Course Duration:**

2 Day (14 hours)