

Coaching and Mentoring for Leadership Success



About us

Who we are

The Centre for Continuing and Professional Education (CPE) was established in 1999 to provide continuing professional education and lifelong learning opportunities for University's staff, students, alumni and the public. As part of TAR UMT's commitment to continuing education and lifelong learning, CPE is entrusted with designing, developing and delivering various activities, workshops and programmes to meet the diverse learning needs of multiple parties.

About This Training

Coaching is becoming one of the most powerful tools to drive and sustain employee performance in today's increasingly complex and competitive business environment. A well-developed coaching and mentoring process builds individual employees' strengths, develops personal leadership and responsibility, and simultaneously delivers desired business results to the organisation. This programme has been designed to give managers the knowledge, competencies and strategies to develop their people's performance. This course will also enable participants to understand the processes, making them more effective and increasing their confidence and sense of achievement. This will benefit anyone who needs to master the principles and practices of an effective coach or mentor.



Date and Time

14 - 15 June 2023
Wednesday to Thursday
9 AM to 5 PM



Training Venue

TAR UMT
Jalan Genting Kelang, Setapak
53300 Kuala Lumpur



Trainer

Amy Wan-Ratos

COURSE CONTENTS



THE KATZ MODEL OF SKILLS

MANAGING PERFORMANCE

COACHING AT THE WORKPLACE



COUNSELLING DIFFICULT WORKERS

MENTORING WORK PERFORMANCE

MENTORING SYSTEM



NURTURING & RETAINING KEY TALENTS

D.E.S.C.A. FEEDBACK FORMULA

BEING A MENTOR IS A NEW PARADIGM

Introduce our Trainer

Amy Wan-Ratos

Amy has been a trainer for almost thirty years. She holds a Masters's in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. She founded Pinnacle Performance in 1993. Amy is a certified EQ trainer by 6 Seconds (USA), a certified NLP Practitioner from ISNS (USA), a certified PSMB trainer and a certified MasterCoach. She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT. Her corporate experience in Japanese and American firms instilled a fierce determination that we are all born to succeed! Amy was involved in their transformational stages to shift the paradigms of the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team recognised by the HQ. In Xerox, she managed the Malcolm Baldrige-awarded Customer Satisfaction program and the Leadership Thru Quality (LTQ) program. Amy has facilitated many workshops in Southeast Asia, Taiwan, Canada and the USA. Her participants are mainly managers, executives and staff from corporate clients, the public sector, GLCs and NGOs. Amy has trained organizations such as DHL, Bank Negara, Standard Chartered Bank, IDFR, HongKong Bank, 3M, UMW, Coca-Cola, KFC, Tradewinds and many more. She is a popular conference speaker on the international circuit. She also facilitates conferences/workshops for Toastmasters, the Malaysian Institute of Management (MIM) and the International Association of Facilitators. An articulate and fluent speaker, Amy has won international speech contests. She has coached and mentored speech contest winners.



Click/Scan for enquiry



Contact Us



Centre for Continuing and Professional Education

+603-4145 0170
+601110758530 (whatsapp)

training@tarc.edu.my
<https://www.tarc.edu.my/cpe/>



REGISTRATION FORM

Fees: Public RM 795.00 per participant (inclusive of 6% Service Tax) TAR UMT Student/Alumni RM 636.00 per participant (inclusive of 6% Service Tax)

The Manager
 TARC Education Foundation (1033820M)
 Tunku Abdul Rahman University of Management and Technology (TAR UMT)
 TEL: 03-4145 0170

Email: training@tarc.edu.my

Dear Madam / Sir,
 Please register the following participant(s) for the above programme: (To be completed in BLOCK LETTERS)

1	Name : <input type="text"/>	IC No. : <input type="text"/>	Nationality : <input type="text"/>
	Email: <input type="text"/>	Mobile No. : <input type="text"/>	Designation : <input type="text"/>
2	Name : <input type="text"/>	IC No. : <input type="text"/>	Nationality : <input type="text"/>
	Email: <input type="text"/>	Mobile No. : <input type="text"/>	Designation : <input type="text"/>

(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come-first-served basis. All cancellations must be made in writing. Cancellation made 14 days or more in advance of the workshop date will receive full refund. Cancellations made thereafter will be subjected to a cancellation fee of 50% of the workshop fee. All fees are payable in the event of non-attendance of any registered participant(s) or the overall attendance falls below 75% of total workshop hours. Replacement(s) can be accepted at no additional cost if notified 24 hours prior to the commencement of the workshop. The Tunku Abdul Rahman University of Management and Technology reserves the right to change the speaker, reschedule or cancel the workshop and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):

- We will be claiming under **HRD Corp Claimable Course** and full payment would be made to Tunku Abdul Rahman University of Management and Technology in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from HRD Corp. Payment will be made to account payee TAR UMT by cheque or bank transfer to Public Bank Account No. 3 1 8 1 5 6 4 1 1 3. Kindly submit your payment remittance to training@tarc.edu.my together with this registration form.

Submitted by

Name : <input type="text"/>	Designation : <input type="text"/>	Department: <input type="text"/>
Email : <input type="text"/>	Telephone No. : <input type="text"/>	Mobile No. : <input type="text"/>
Company Name: <input type="text"/>	Company Registration No. : <input type="text"/>	
Company Address : <input type="text"/> <input type="text"/> <input type="text"/>	Company Stamp & Signature : <input type="text"/>	Date : <input type="text"/>