



EMPOWERING LEADERSHIP & COACHING SKILLS: HELPING OTHERS DEVELOP & GROW AT THE WORKPLACE

**Date: 26 – 27 June 2018 (2 days)
27 – 28 Aug 2018 (2 days)**

INTRODUCTION

When a situation arises at work, countless hours and an enormous amount of energy and emotions are spent on problem talk and analysis and thus, prolonging the delay to discovering solutions that work which affect the morale of the employees. Most managers also struggle with the issue of empowering and motivating their team members or staff. If you desire to develop your awareness of how staff are motivated differently through specific coaching methods, then this programme is for you!

LEARNING OUTCOMES

At the end of the workshop, participants will be able to:

- Develop an awareness of how people are motivated differently
- Appreciate the value of coaching in enhancing performance
- Develop coaching skills
- Use the GROW model for coaching
- Understand the Solutions Focused model & apply it at work
- Acquire & practice a new approach to handling issues & challenges at work
- Discover the importance of focusing on 'what works'
- Develop & practice the Solution Focused Language in coaching conversations
- Experience first hand the benefit of focusing on Solutions and the impact on problem resolution
- Practice and apply the skills learned

CONTENTS

- Empowering Leadership & Motivation
- Intrinsic & Extrinsic Motivation
- Career Anchor Assessment
- What is Coaching
- Benefits of Coaching
- Characteristic of an effective Coach
- Coaching competencies
 - √ Building Rapport
 - √ Active Listening Skills
 - √ Asking helpful questions
 - √ Clarifying understanding
 - √ Reading & responding to non-verbal cues
 - √ Empathy & Encouragement
- How to coach using the GROW model
- The Solutions Focused Approach
- Reframing
- The Solution Focused Language
- Coaching Tools You can use
- Role-Play & Practice

FACILITATOR

Angeline Yong has over 18 years of working experience in the IT, Training and People Development industries having worked with multinational corporations for many years. She is one of only five certified trainers in Personality Plus Profiling from the U.S.A, based in Malaysia. She incorporates the Personality Plus Questionnaire tool in her workshops and programmes to help executives develop a

better understanding of their strengths and weaknesses so that they can consciously “Live in their strengths” on a daily basis.

Angeline is also a Certified Behavioral Consultant by the Institute of Motivational Living (USA) for the DISC Personality System. Realizing the importance of the need to help leaders and managers alike develop the core competencies needed to be Emotionally Intelligent professionals, Angeline has also undertaken the Six Seconds Global Emotional Intelligence Practitioner Certification.

From her collective experience of having worked for IBM, Hewlett-Packard in managerial positions and also from her training, coaching and consulting experiences working with major corporations across different industries, Angeline integrates this with her passion and skill in helping clients implement training programmes which will translate into positive behavior change that contributes to the organization’s bottom-line and profits.

Angeline is passionate about helping executives in organizations to be result oriented while maintaining relationships at the workplace. She has facilitated workshops in Malaysia, Indonesia, Thailand and Vietnam.