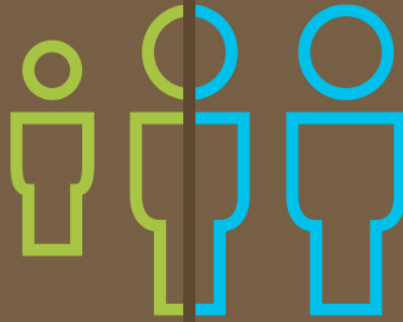


COACHING



MENTORING

# COACHING & MENTORING *SKILLS FOR MANAGERS*

27-28 March 2023

Armada Hotel Petaling Jaya – Malaysia



**Limited seats available**  
**GRAB YOURS NOW!!**

# COACHING & MENTORING SKILLS FOR MANAGERS

27–28 March 2023

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## INTRODUCTION

Most organizations' goals are similar – increased revenue, more sales, higher productivity, etc. The common factor for all the above is *“The People”*. Obviously if the people fail, the organization fails as well. Coaching and mentoring are proven and popular methods to achieve the above.

Through years of unprecedented rapid growth (especially for coaching) and “cross fertilization” of ideas and concepts, the boundaries between coaching and mentoring have indeed blurred. The new versions seem to incorporate bits and pieces of each other when compared to the traditional practices.

However thankfully, when used in an organizational context, the objective of utilizing coaching and mentoring is still very much the same – improvements in the various performance indicators.

This program aims to explore and highlight the differences and similarities of traditional practices and the modern versions. Finally, we seek to maximize the results when used in an organizational context.

## BENEFITS OF ATTENDING

Upon completion of this program, the participants should be able to

- Identify the differences and similarities between coaching and mentoring
- Read human behavior and the underlying problems
- Define what's possible and what's sustainable
- Set appropriate development goals for subordinates
- Utilize practical tools and insights in appropriate situations
- Gain high self-esteem & confidence
- Apply the knowledge and skills gained in people management

## COURSE OUTLINE

### Coaching and Mentoring in an Organization

- Old wine in new bottle?
- Re-branding for existing practices?
- Set development goals for high performance
- Gain high self-esteem & confidence

### What is coaching?

- Definition
- Recent developments

### 6 core capabilities

- Rapport building
- Deep listening
- Using intuition
- Asking question
- Giving effective feedback
- Clear goal setting

### Practical Coaching

- Directive or Supportive Styles
- Coaching Models & Best Practices

### The Pillars of Commitment

- Involvement
- Development
- Focus
- Accountability

### Level of competencies

- Unconscious to Conscious
- Incompetence to Competence

### The Coaching Path

- The road ahead

### What is mentoring?

### Benefits and costs of mentoring

### Mentoring Model

- Trust
- Time
- Dialogue & Sharing
- Challenging

### Mentoring & The Pillars of Commitment

- Involvement
- Development
- Focus
- Accountability

### Action Planning

# SPEAKER'S PROFILE

## EUGENE'S CREDENTIALS

Certified NLP Trainer  
Certified Master Trainer – Hypnotherapy  
Board Certified Hypnotherapist  
Certified Professional Speaker  
Directive Communication Psychology  
Certified Trainer  
Certified Stress Management Consultant  
Certified NLP Master Practitioner  
Certified Neuro-Semantics Master  
Practitioner  
Certified NLP Coach  
Certified “Words that Change Minds”  
Language and Behavior Profile for  
Coaching Practitioner  
Certified Master Practitioner of Time Line  
Therapy  
Certified Practitioner of Time Line Therapy  
Certified NLP Practitioner  
Certified Hypnotherapist  
Certified Hypnotist

## METHODOLOGY

This program uses primarily a “learning-by-doing” approach, supplemented by a combination of lectures, group discussions, reflections, demonstrations and practical hands-on activities to enhance the overall learning process.

## WHO SHOULD ATTEND?

This program is suitable for all personnel who have the responsibility to coach or mentor subordinates or other trainees from time to time.

EUGENE TAN has been actively involved in various capacities of training and development for different organizations since 1993.

As a Certified Neuro Linguistic Programming (NLP) Trainer, he uses key concepts of NLP combined with Accelerated Learning principles for maximum effect during his sessions. With a keen understanding on the what, how and why of learning, his sessions are designed to maximize learning absorption and retention. Being a practical person, the ideas he advocates and shares are down to earth and readily applicable.

Eugene ensures that his sessions are always interactive, fun and never boring. His sessions seamlessly combine elements of high energy, high touch and high impact. When the situation requires, he will not hesitate to go high tech as well. In line with the key NLP concept, “All learning is state dependant”, he induces the optimum state of mind in the trainees to facilitate effortless transfer of knowledge.

He is a flexible and adaptable facilitator as evidenced by the numerous sessions that he has facilitated involving wide and diverse topics and situations - ranging from technical knowledge to soft skills, indoor to outdoor and instructor-led to participants centred.

Eugene specializes in the areas of leadership development, teambuilding, coaching and mentoring, emotional intelligence, stress management, communication skills and presentation skills. In addition, he is an approved and accredited trainer to conduct Train the Trainer (TTT) and Evaluation on Effectiveness of Training (EET) programmes for Pembangunan Sumber Manusia Berhad (PSMB).

With the accumulated years of up front training experience, he has facilitated or co-facilitated employees and associates from various MNCs, public sectors, universities and institutes of higher learning, large local organizations as well as small and medium industries and enterprises. He has also facilitated numerous sessions for schools and non-profit youth organizations.

He holds a Masters degree in Human Resource Management from University of Lincolnshire & Humberside (UK), Certificate in Learning & Development Practice, CIPD (UK) and the Certificate IV in Assessment & Workplace Training, Australia. Besides being fluent in English and Bahasa Malaysia, he is also conversant in Mandarin, which allows him to truly interact and connect with his audiences.

# DELEGATE REGISTRATION FORM



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Under  
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## Delegates

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

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Name \_\_\_\_\_  
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E-mail \_\_\_\_\_

## Organization

Name \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Address \_\_\_\_\_

## Authorization (This form is invalid without a signature)

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

## Contact Person

Name \_\_\_\_\_  
Job Title \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Mobile \_\_\_\_\_  
E-mail \_\_\_\_\_

Please complete this form immediately and send back to:

**Wendy:**

Tel: +6016-335-5527

Email: [wendy@nashbs.com](mailto:wendy@nashbs.com)

## Payment Details

Payment is required within 7 days upon receipt of the invoice.

**NASH BUSINESS SOLUTIONS Sdn Bhd** (1068674-V)

### Standard Chartered

Account No: **794194740755**

SWIFT Code: **SCBLMYKXXXX**

All payment must be received prior to the event date

## Confirmation details

Joining details confirming your participation will be sent, once a registration has been received. After receiving payment, a receipt will be issued.

## Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or e-mail at least 3 weeks before the event date. Cancellations with less than 3 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

**Note:** The investment fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

## TRAINING SCHEDULE

08.30 --- Registration & Morning Coffee  
09.00 --- Training Starts  
10.45 --- Morning Coffee Break  
11.00 --- Training Resumes  
13.00 --- Lunch  
14.00 --- Training Resumes  
15.45 --- Afternoon Coffee Break  
16.00 --- Training Resumes  
17.00 --- Training Ends

Course	Regular Fee (per Delegate)	Group Fee: 3 or more pax (per Delegate)
<b>Coaching &amp; Mentoring Skills For Managers</b> 27-28 March 2023, Armada Hotel Petaling Jaya, Malaysia	RM2,995	RM2,795