

2022

SSM Webinar

COACHING USING G.R.O.W.T.H.

(Goal, Reality, Options, Will, Tactics, Habit)



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COURSE INTRODUCTION

Coaching is “a process that can be used to help people improve their performance”. More specifically, it is a two-way process in which individuals develop skills and achieve defined competencies through assessment, guided practical experience and regular feedback. Coaching requires a combination of personal skills, attitudes and attributes in order to be effective. Focused coaching produces improved performance from individuals, teams and organizations.

Counseling comes along the way. There are two main categories of counseling: Counseling to assist employees to deal with their personal problems that might, even indirectly, affect their job performance and Counseling to help individuals make and act on career decisions within the context of the organization's human resource plan through assessment, planning and training. Both approaches are built on the theory that individual and organizational needs are compatible.

When you teach someone a new skill, you are coaching.... When you advise someone or offer assistance in solving his/her problem, you are counseling.

COURSE OBJECTIVES

- Adopt correct approach to coaching.
- Be able to use coaching techniques.
- Be pulling vs pushing.
- Be using questioning appropriately.
- Use GROWTH technique.
- Shift in leadership style from telling to questioning.

COURSE CONTENTS

Understanding People

- Maslow Theory of Motivation.
- Handling different mindset types.

Interactive Skills for coaching

- Questioning.
- Silence.
- Demonstrating.

Structuring Coaching Conversation

- Push Pull Strategy.
- Helping people to find their own solutions.
- Assertive as opposed to Aggressive.

Using G.R.O.W.T.H. Model for effective coaching

- What is G.R.O.W.T.H. Model?
- How to apply G.R.O.W.T.H.?
- Asking the right questions.

WHO SHOULD ATTEND

This course is appropriate for those who have people reporting to them, be it team leaders, supervisors, assistant managers or even managers. It is also a fantastic tool for those who want to change their leadership style from directing and instructing to more of facilitating.

LEARNING OUTCOME

At the end of this training, the Team Leaders will be able to:

- View coaching as a means of helping others raise their economic status.
- Appreciate coaching as a tool to prepare themselves for better prospects.
- Assess the coachee and consider psychological matters before handling them.
- Know attempt to vary coaching style according to the need and opportunity.
- Establish rapport and open communication.
- Improve CCAs motivation and performance and
- Handle different persons and situations effectively and professionally.

ABOUT THE TRAINERS

Dr. Maria Rufina is a corporate training strategist and the CEO of ACE Biznez Services. She was awarded Certified Professional Facilitator IAF, USA and Workplace Training & Assessment Certification Cert IV (AUS Stds). She was the recipient of the ASEAN Outstanding Women Entrepreneur Award 2016. She is an entrepreneur and a certified trainer and facilitator with 25 years of experience in corporate training and consultancy. To-date, Dr. Maria has trained and consulted hundreds of companies in various scopes, topics, countries and industries.

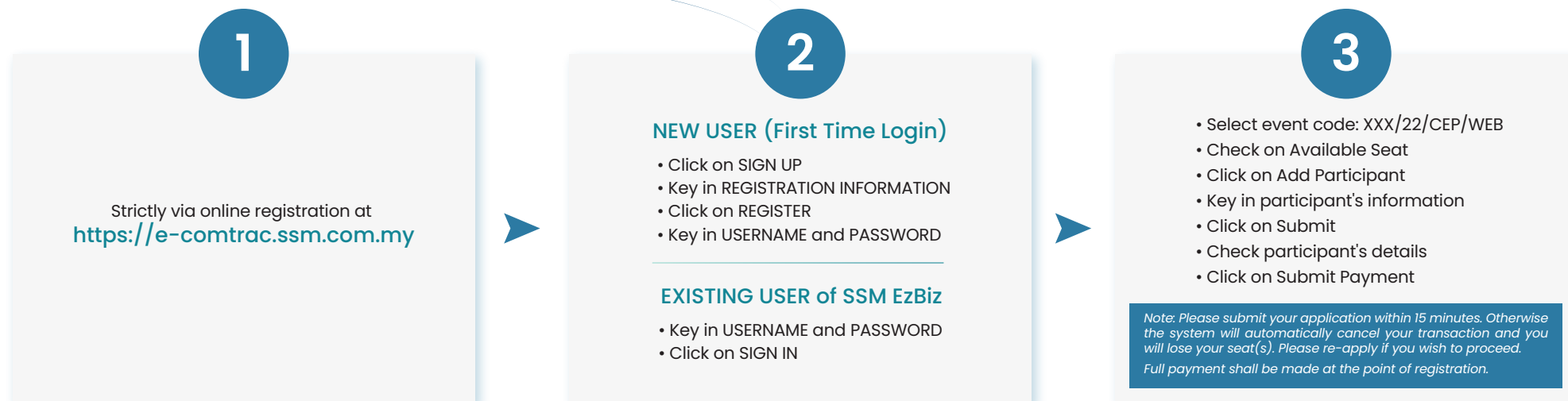
Maria Rufina is also the President of Oxford Center for Leadership (UK), Malaysian Chapter and she is highly sought after for Managerial and Leadership development. One of those training is Coaching. Some of the companies that have repeatedly engaged Dr. Maria on Coaching are Kaneka Malaysia, Sudong (Group of Singtel) in Melaka and Klang, Bard and other.

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ADMINISTRATIVE DETAILS

Date	03 October 2022
Platform	Virtual platform
Time	9.00 am – 5.00 pm
Training Methodology	Lecture and case discussion
Fee	RM500.00 – Standard RM400.00 – Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.
SSM CPE Points	8 points

HOW TO REGISTER?



TERMS & CONDITIONS

for Registration of Training Programmes under COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

A participant is allowed to attend ONE programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day before the commencement of the webinar. The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received. SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

No refund application is entertained if participant decides to cancel his registration or fails to attend a programme. Replacement of registered participant is not allowed.

Transfer

Transfer of registration fee to another programme is not allowed.

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Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

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COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION



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