

BECOMING A BETTER LEADER

# Coaching and Mentoring Skills for Leaders

There is a shift from command-and-control to “leader as coach” style of leadership to support and guide employees in a rapid and disruptive work landscape. This is because coaching skills promote innovation and commitment.

This program develops leaders’ coaching and engagement skills using an experiential approach where methods, tools and processes for coaching and mentoring are learned hands on.

Leaders who are effective coaches can engage better with their employees, develop, and retain them.

## Learning Outcomes:

This workshop is to equip Leaders with all the right “tools” to develop and hone their coaching and engagement skills.

By the end of this workshop, participants will:

- Learn and develop coaching methods, tools and processes to use both in groups and with individuals
- Learn an effective methodology to engage and provide feedforward/feedback to subordinates, peers and superiors
- Be equipped with Coaching and Mentoring skills for developing people and enable retention of staff

## Training Methodology:



**Live Virtual  
Instructor**



**Giving and  
Receiving Feedback**



**Role Play and  
Social Learning**



**Case Studies and  
Group  
Discussions**



**Interactive  
Learning  
Activities**



**RM700/pax**  
(Inclusive 6% SST)



**Managers &  
People Leaders**



**1 Day (7 hours)**



**[View Program  
Calendar Here](#)**



# PROGRAM OUTLINE

## 1. What is Coaching?

## 2. Distinctions between Coaching, Mentoring and Counselling

## 3. Coaching Skills 1: Building Trust

3.1 Building Trust Activity - Trust Cards

3.2 5 Ways to Build Trust and Confidence

## 4. Coaching Skills 2: Asking Powerful Questions

4.1 Purpose of Questions/Types of Questions

4.2 Activity 1: Asking Powerful Questions Practice

4.3 Activity 2: Descriptor Questions

## 5. Coaching Skills 3: Active Listening

5.1 Observing, Asking Questions, Reflecting, Paraphrasing, Summarizing Video

5.2 Video Review

5.3 Active Listening Practice

## 6. Coaching Skills 4: Validation

6.1 Validation Video

6.2 Validation Exercise

6.3 The Power of Gratitude

## 7. Scaling Technique

7.1 Scaling Technique Skills Practice

## 8. My Contact With Myself

## 9. Learning Accountability Partner (LAP)

## 10. End of Workshop

# TRAINER PROFILE



**JEFF CHEAH**

Jeff Cheah understands the challenges of managing & leading a group of people towards meeting targets and goals. It's all about sharing the vision, communicating roles and responsibilities, create a people-oriented workplace culture and coaching people. He believes that every Leader possesses skills, talent, ideas, faults and flaws. The Leader and Manager must have the courage and humility to unlearn and learn and seek to understand what makes people tick. Jeff Cheah has been training, coaching and mentoring Leaders and Managers for the past 25 years to sharpen their leadership and communication skills. In his role as a Training Facilitator, he has lead groups of Managers towards practicing and implementing programs to develop their basic management skills which are essential to the success of Companies they managed.

As an Executive Coach and a Vistage Chair/CEO Coach, he has made Leaders aware that a shift or change in their behavior can result in positive business outcomes. He has also explored ideas and thoughts that Leaders can immediately put into action that can result in employees be more loyal and committed. He personally believes that every Leader needs a Coach and a Mentor to guide them thru the challenges. A leader with a will to learn and possess strong learning agility will be able to meet the challenges of managing in the 21st Century.

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