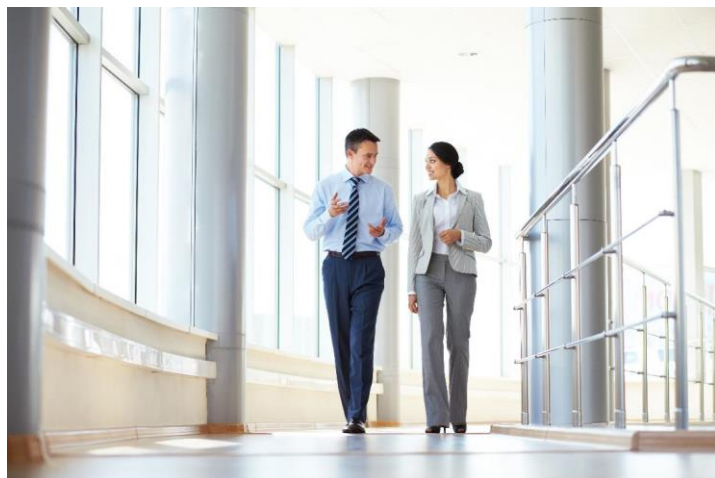


Effective Feedback and Coaching for Managers

Two-day workshop



Who should attend?

This workshop is for Managers who wish to nurture and build higher performance teams through coaching

Objective and benefits of attending

The Coaching and Feedback Skills highlights fundamental skills needed by leaders to coach for enhancing employee engagement and building performance in their teams. The course is designed to enable these subject matter experts with the ability to coach and to enhance the performances of their team members in their various roles. Participants will gain the skills and techniques necessary to handle coaching and feedback situations they encounter.

This course focuses on practical application that blends theory and practice for:

- Learn a clear, concise framework for coaching that stimulates high performance in teams
- Increasing the capability and effectiveness in observing others and providing feedback through the STAR technique
- Learning techniques for confronting people who need to change behavior and/or improve performance
- Learning the power of questioning and listening when working with people and developing trusting relationships
- Unlocking the potential of people, increasing productivity and building better relationships
- Using the GROW Model in goal setting and problem solving
- Learn how to tailor the messages to take account of people's individual feedback preferences

This two-day workshop is designed for managers to improve their ability to give constructive feedback and coach for higher performance in their teams.

The purpose of this workshop is to impart skills that are necessary to an understanding of the role, usage and practical application of coaching and the need for giving and receiving constructive and positive feedback in a way that maintains relationships and increases performance. As leaders, this is especially important as the feedback opens the door to discussion and problem solving and thus leading to higher productivity.

Throughout the training session, participants learn ways to approach and customize their message. This is further reinforced with role plays specific to the organization. Participants leave the session with clear methodologies for handling difficult coaching situations.

Workshop agenda

- Understanding coaching principles and establishing trust
- Active listening and powerful questioning techniques
- Adapting coaching styles to achieve productive coaching outcome
- Using the STAR model as a coaching and feedback technique to help individual and teams to enhance performance and productivity
- Using the GROW model in goal setting and problem solving
- Understanding thinking traps and concept of “flow”
- Coaching plan to track and monitor performance
- Personal action plan by setting consulting development goals

What past participants say

“A must attend by all managers and directors. Gained a lot of useful ideas and learnt many useful tools to apply back at the workplace”

“Very interesting and useful workshop. Strongly recommend to attend.”

“Great facilitation by Jerome”

Methodology

Our teaching approach is highly interactive resulting in a more memorable and enjoyable learning experience. Learning is achieved via real life examples, which reinforces the theory, and topic-related videos. This will be an interactive and hands-on workshop where there will be scenario based activities and group discussions, quizzes, role play and games. Participants will receive a certificate of attendance at the end of the workshop.

About the workshop leader



Jerome Song brings to the workshop many years of management experience in various industries. Jerome has lived and worked in Thailand, China and Japan. Presently, Jerome is a full-time facilitator within PwC's Academy in Singapore. He was previously heading the regional finance team of a marketing communications group in Singapore.

With a great passion for education, Jerome has conducted training for participants in finance, business management, leadership and communications skills both in Singapore and internationally. Jerome is the curriculum developer and master trainer for a managers coaching program for a major public transportation company in Singapore.

Jerome's international corporate experience helps him connect to the challenges faced by both individuals and teams and he is able to bring relevant knowledge and practical experience to the training sessions.

Registration fee

(includes 7% GST)

Early bird

PwC Clients & Alumni: S\$900

Public: S\$980

Normal rate

PwC Clients & Alumni: S\$980

Public: S\$1,100

10% group discounts for 2 participants & above

How to register

Please fill in the registration form attached below and send it to academy.sg@sg.pwc.com.

For further queries, please contact Ms. Jaslyn at (65) 9623 4123.

A complete calendar of training courses can also be found on our website www.pwc.com/sg/academy.