

Coaching and Feedback Skills

MEDIUM : Cantonese / English
FEE : HK\$3,480

COURSE CODE : CFB
EARLY BIRD : HK\$3,180

DURATION : 1 Day

25 September, 2017 (Mon)

Organizations today must be able to do more with less in order to survive and prosper. The ability to discover and utilize employees' full potential to achieve the organization's goals has become a critical survival tool. To this end, many organizations have used coaching as a means to develop their staff, to help them resolve problems, as well as a tool to motivate. **The purpose of this course is to provide managers, supervisors, sales executives and human resources personnel the basic skills required to coach and provide feedback to their employees.**

Objectives

At the completion of the course, participants will be able to:

- Identify good coaching opportunities
- Master basic coaching techniques
- Help others develop and resolve problems
- Provide feedback to others

Audience Managers, supervisors, human resources personnel

Methodology *Discussions, mini-lecture, dialogues, demonstration, role play*

Course Outline

1. Understanding coaching

This section will begin with *watching a video*, followed by a *discussion* on the following:

- What is coaching?
- The purpose and power of coaching
- Difference between coaching and instructing
- Why should we coach?
- Some great coaching opportunities

2. Basic coaching techniques

Through a *demonstration and discussions*, participants will learn the key concepts and skills involved in coaching, including:

- The GROW model
- Building rapport and trust
- Questioning techniques
- Listening techniques
- Preparing for a coaching session

3. Helping others to develop and solve problems

Through another *demonstration, discussions, role play and feedback*, participants will learn:

- Helping others to clarify his/her goal
- Helping others assess the situation
- Helping others to explore options
- When to give and when to refrain from giving advice
- Helping others to plan for actions

4. Providing feedback

Through a *game, demonstration and role-plays*, participants will learn:

- Why feedback is a powerful tool
- How to give and receive positive feedbacks
- How to give and receive constructive feedbacks
- How to use coaching and feedback to develop and motivate others

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
September 2017								
3	Sep-21	Influencing and Negotiation Skills Workshop	INSW	1	HK\$3,480	HK\$3,180 Aug 25, 2017	Aug 30, 2017	C/E
4	Sep-25	Coaching and Feedback Skills	NEW CFSW	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-26	Managing your Time and Priorities	MYTP	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-27	Problem Solving and Decision Making	PSDM	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
	Sep-29	Persuasive Presentation Skills Workshop	PPSW	1	HK\$3,480	HK\$3,180 Sep 1, 2017	Sep 6, 2017	C/E
October 2017								
2	Oct-11	Towards a High Performance Team	NEW THPT	1	HK\$3,480	HK\$3,180 Sep 15, 2017	Sep 20, 2017	C/E
	Oct-12	Influencing Others without Formal Authority	IFSW	1	HK\$3,480	HK\$3,180 Sep 15, 2017	Sep 20, 2017	C/E
3	Oct 17-18	Project Management Workshop	PMW	2	HK\$6,480	HK\$5,980 Sep 22, 2017	Sep 27, 2017	C/E
	Oct-19	Business Etiquette Workshop	NEW BEW	1	HK\$3,480	HK\$3,180 Sep 22, 2017	Sep 27, 2017	C
4	Oct-24	Effective Business and Email Writing	NEW EBEW	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E
	Oct-25	Managing Conflict and Disagreement	MCD	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E
	Oct-26	21st Century Sun Tzu Leadership	Updated ST-L	1	HK\$3,480	HK\$3,180 Sep 29, 2017	Oct 4, 2017	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



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Call Miss Mak at:
2838-1182



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