

Coaching & Mentoring Skills

MEDIUM : Cantonese / English

COURSE CODE : CMS

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

7 March, 2018 (Wed)

'Raising the Bar'

The aim of this workshop is to equip the participants with the practical skills of coaching and mentoring so that they will raise the confidence and competence of others through motivation, guidance and influence.

Programme Objectives

After attending this seminar participants will be able to:

- Know the role of Coaching and Mentoring in developing people
- Learn and use a Coaching and Mentoring model
- Build an effective Coaching / Mentoring relationship
- Use Coaching and Mentoring Conversations effectively to increase Communication, Motivation & Performance
- Continuously assess the progress, the gaps and adjust the conversation style to enhance the development of each team member.

Methodology

The program will comprise 'mentor' scenarios for the *coaching conversation role-plays*. These scenarios will be used for *discussion and role-play simulations* during the workshop.

We use whole brain learning concepts and a multi sensory facilitation style to stimulate thinking and build skills and knowledge in the participants. The methodologies include:

- Role-plays
- Action-learning activities
- Discussions
- Checklists
- Detailed course notes and reference materials



Course Outline

1. Introduction to Coaching and Mentoring

- Why Coaching & Mentoring
- Differentiate between Coaching, Mentoring and Counseling
- Benefits of coaching

Methodology: Presentation, discussion, reflection

2. Coaching and Mentoring Relationship

- Guiding Principles and Expectations
- Skills & Techniques
- Understand how different communication styles, Body Language, Verbal & Non-Verbal signals can affect the relationship & motivation

Methodology: Presentation, Skills Practice, Role-play Simulation, Debrief

3. Discovering Your Coaching and Mentoring Style

- The Four (4) Styles
- *Personality Style Evaluation*
- Partnering for Performance

Methodology: Questionnaire, debrief, presentation

4. The Coaching and Mentoring Conversation

- What does it sound like?
- Questioning Techniques for digging deeper
- Deep Listening Skills
- What are the Target Outcomes?

Methodology: Presentation, Role-Play simulation, debrief

5. The Coaching and Mentoring Conversation in Practice

- *Activities* to reflect scenarios in context of the workplace.
- *Role-Plays* where each participant will take turns to act as a Mentor and Mentee, Coach & Coachee.

Methodology: More practice and feedback

6. Monitoring the Progress

- Assessment of the coachee's development stage
- Identifying the gaps as a mentor and with the mentee
- Scheduled and non-scheduled follow-up
- The goal to build a relationship where the mentee willingly comes to the mentor, rather than the mentor only doing the follow-up

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
March 2018								
2	Mar-07	Coaching and Mentoring Skills	NEW CMS	1	HK\$3,480	HK\$3,180 Feb 9, 2018	Feb 14, 2018	C/E
	Mar-08	Customer Service Skills	NEW CSS	1	HK\$3,480	HK\$3,180 Feb 9, 2018	Feb 14, 2018	C
	Mar 8-9	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980 Feb 9, 2018	Feb 14, 2018	C/E
3	Mar-15	Personality Styles in Team Communication	NEW PST	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C/E
	Mar-15	Leadership Skills Workshop	NEW LSW	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C
	Mar-16	Win-Win Negotiation Skills	NEW WINWIN	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C
	Mar-16	Time Management for Worklife Balance	Revised TWLB	1	HK\$3,480	HK\$3,180 Feb 15, 2018	Feb 21, 2018	C/E
4	Mar-21	Creative Problem Solving and Decision Making	NEW CPSDM	1	HK\$3,480	HK\$3,180 Feb 23, 2018	Feb 28, 2018	C
April 2018								
2	Apr-10	Personal Branding and Professional Image	NEW PBPI	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C
	Apr-11	Storytelling for Effective Presentation	NEW SEP	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C
	Apr-12	Effective Communication and Interpersonal Skills	ECIS	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C/E
	Apr-13	Interviewing Skills to Recruit the Right Candidate	ISW	1	HK\$3,480	HK\$3,180 Mar 10, 2018	Mar 15, 2018	C/E
3	Apr-19	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Mar 17, 2018	Mar 22, 2018	C/E
	Apr-20	Influencing Skills to Power Up Persuasion	NEW IFSW	1	HK\$3,480	HK\$3,180 Mar 17, 2018	Mar 22, 2018	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



BY PHONE:
Call Miss Mak at:
2838-1182



BY POST TO:
Communication Engineering Ltd.
Room 903, Connaught Commercial Building,
185 Wan Chai Road,
Wan Chai, Hong Kong



BY FAX:
Send enrolment form above to
our FAX at number:
2838-7122



BY EMAIL:
cel@celhk.com