

Coaching and Motivating Your Work Team

MEDIUM : Cantonese / English

COURSE CODE : CMWT

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

12 Dec, 2017 (Tue)

It is common experience that having a skilled and motivated workforce is vital for an organization, regardless of the organization's mission and strategies. Knowing how to coach and motivate people has become an essential skill for a manager. **The purpose of this course is to provide participants the skills and techniques to coach and motivate others, especially their own work teams.**

Audience

Supervisory and management staff

Methodology

Discussions, demonstrations, role-plays, mini-lectures, simulation exercises, games

What participants will learn

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

- Recognize the roles and responsibilities of a supervisor
- Develop the skills of an employee through coaching
- Motivate an employee
- Develop trust, respect, openness and team spirit at the workplace
- Give and receive feedbacks
- Use reinforcement as a tool to develop relationship and achieve the organization's goals

Benefits

To the organization

- Harmony at the workplace
- Happier workforce
- Improved communications among workers
- Better alignment of efforts to achieve the organization's goals

To the individuals

- Improved leadership skills
- Improved relationship with other employees
- Better ability to handle conflicts



Course Outline

1. Leadership and Motivation

Any effective leader will know the connection between leadership and motivation. Through a simulated games and subsequent discussions, participants will learn:

- Characteristics of a good leader
- Different types of workers in a team
- Leadership versus management
- Four (4) key dimensions of leadership
- Leader as a coach and a motivator

2. Intrinsic versus extrinsic motivators

Riding on the concepts from the previous session, through another game, discussions and a mini-lecture, participants will learn:

- The need for both intrinsic vs extrinsic motivators
- Finding out team members' needs and wants
- Limitations of extrinsic motivators
- The four (4) factors of intrinsic motivators
- Creating a motivating work climate

3. Manager as a Coach

Using a demonstration and discussions, participants will learn:

- The role of a coach
- The coaching process
- Some coaching techniques
- Using coaching to help subordinates deal with problems
- Using coaching to develop and motivate
- Balancing tasks and relationships
- What to do and what not to do as a coach?
- *Role play*

4. Using coaching as a supervisory and motivating tool

Through demonstrations, discussions, role plays and feedback, participants will learn the skills for:

- Getting buy-ins
- Using coaching to motivate
- Helping subordinates align with department goals
- Getting buy-ins
- Giving positive feedbacks
- Why feedback is an essential coaching technique
- Using feedback as a performance tool
- Catching people when they do something right
- Key steps for giving positive feedback
- Role play
- Giving constructive feedbacks
- Situations for giving constructive feedbacks
- Do's and don'ts
- Key steps for giving constructive feedback
- *Role play*

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
November 2017								
2	Nov-08	Five (5) Practices of an Influential Leader	NEW 5PIL	1	HK\$3,480	HK\$3,180 Oct 13, 2017	Oct 18, 2017	C/E
	Nov-09	Nurturing your Team	NYT	1	HK\$3,480	HK\$3,180 Oct 13, 2017	Oct 18, 2017	C/E
3	Nov-14	Effective Communication and Interpersonal Skills in the Workplace	ECISW	1	HK\$3,480	HK\$3,180 Oct 20, 2017	Oct 25, 2017	C/E
	Nov-15	Customer Service and Complaint Handling	NEW CSCH	1	HK\$3,480	HK\$3,180 Oct 20, 2017	Oct 25, 2017	C/E
4	Nov-23	Strategic Thinking: Paradigm Shift for Exponential Businesses	NEW ST	1	HK\$3,480	HK\$3,180 Oct 27, 2017	Nov 1, 2017	C/E
	Nov-24	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180 Oct 27, 2017	Nov 1, 2017	C/E
5	Nov-27-28	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980 Nov 3, 2017	Nov 8, 2017	C/E
December 2017								
2	Dec-05	7 Thinking Tools for Generating Extraordinary Ideas	NEW 7TT	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
	Dec-07	Adapting to Change	CHM	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
	Dec-08	Crisis Management	CM	1	HK\$3,480	HK\$3,180 Nov 10, 2017	Nov 15, 2017	C/E
3	Dec-12	Coaching and Motivating your Work Team	NEW CMWT	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 2017	C/E
	Dec-14	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 2017	C/E
	Dec-15	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180 Nov 17, 2017	Nov 22, 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:
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