



Dynamic & Effective COACHING & MENTORING To Achieve Goals,

Outcomes & Performance Desired

11 - 12 October 2017 * Seri Pacific Hotel KL

(Practical, Hands On Coach-Coachee Sessions)

OVERVIEW & INTRODUCTION

Leaders & managers need to be equipped with the necessary assessing, coaching & mentoring skills to help tackle employees' problems at the workplace including low motivation, poor performance, inability to achieve goals/outcomes desired, frequent absenteeism, conflicts, disputes, inability to solve problems, lack of focus & concentration, etc. Sometimes it could also be due to personal, marital & financial problems outside the workplace that are disturbing & discouraging the employees from performing at their optimum.

It is time for organizations to develop & create a coaching culture which emphasizes the importance of active listening with open, honest, clear & direct communication. There is increasing documentation that shows a positive return on investment & results among leaders, managers & organizational teams who have a coach.

There is one ingredient of high performing organizations that cannot be left to chance - people & manpower. It is people - employees & staff - who will make or break an organization's effectiveness & profitability including its survival. Therefore it is a critical & necessary requirement for organizations to ensure effective coaching & mentoring for all its employees at the workplace

Making sure that your business has the right people in the right place at the right time means that you need to have people who can effectively coach employees & staff to:

PEAK SUCCESS ABUNDANCE SDN BHD (1104937-T)

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Jalan Dagang Utama, 68000 Ampang, Selangor

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- ☞ create massive awareness of their strengths & talents
- ☞ stretch their skills & abilities to the maximum
- ☞ shift un-empowering beliefs & behavior patterns
- ☞ implement strategies to bring about change
- ☞ strengthen alignment of vision, goals & outcomes desired
- ☞ resolve successfully misunderstandings, distortions, conflicts & problems
- ☞ encourage their progress, accountability & responsibility

COURSE BENEFITS & LEARNING OUTCOMES

It also trains counselors & mentors to assist their employees to:

- ✚ Acquire the necessary competencies, models & principles under ICF (International Coaching Federation) guidelines
- ✚ Use coaching & mentoring to tackle major personal problems in absenteeism, conflicts, rapid staff turnover, low morale, lacklustre performance & employee friction
- ✚ Assist employees expand their aspirations, goals & horizons. Get them to clarify outcomes & results strongly desired
- ✚ Guide employees to manage their own progress & accountability
- ✚ Enable you to empower others with greater speed & overall effectiveness
- ✚ Identify & eliminate mental blocks that are preventing them from achieving their best
- ✚ Equip yourself with the necessary skills & techniques to shift beliefs, create necessary change, build powerful confidence, validate strengths & provide constructive feedback
- ✚ Sharpen & fine tune your coaching & mentoring style profile
- ✚ Increase your own performance & that of your organization
- ✚ Help you appraise your “emotional quotient” to build rapport & consensus through relating to others at a highly interactive level
- ✚ Be able to assist employees put their feelings, concern & anxiety in perspective. Express their feeling & emotions about major issues that affect them

Do not lose your bottom line profits or have to continuously cope with low performances & undesirable productivity levels just because your employees & managers are frustrated & aggravated. Help your staff to open up & coach them towards greater motivation, higher goals & increased empathy towards company’s achievements & outcomes.

COURSE OUTLINE FOR 2 DAYS

1. COACHING BENEFITS, DELIVERABLES & COMPETENCIES

- Power of STAR coaching
- Focusing on strengths
- Breakthroughs in thinking & mindset shifts
- Strengthening alignment to vision & values
- Clarity about coaching outcomes & success indicators
- Eliminating inhibitors to effective coaching

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- Mastering the Roadmap for coaches
- Meeting ethical guidelines & standards

2. BUILDING THE RELATIONSHIP - TRUST, INTIMACY & COACHING PRESENCE

- Ways to create trust & intimacy
- Ability to create a safe & supportive environment
- The power of empathy, strength validation & commonality
- Developing a coaching presence
- Employing a style that is fully conscious, open, flexible & confident
- Clarifying & championing aspirations
- Responding to the "Who" & the "What"
- Displaying behaviors that are sincere, inspiring & non judgmental

3. ACTIVE LISTENING & POWERFUL QUESTIONING

- "Dancing with the client" techniques
- Detecting emotions, keywords & patterns
- Listen for what are "unsaid" - deletions, generalizations & distortions
- Reframing techniques - paraphrasing, summarizing, clarifying & sharing observations
- Develop ability to ask the right, transformational questions
- Guidelines on asking questions for exploring, expanding & challenging paradigms & beliefs

4. DIRECT COMMUNICATION & EFFECTIVE USE OF LANGUAGE

- Speak cleanly & simply to maximize positive impact
- Enable coachee acknowledge & appreciate potential
- Steps to giving positive & constructive feedback
- Learn to receive feedback as well
- Reflecting & mirroring techniques

5. CREATING AWARENESS

- Be able to accurately evaluate multiple sources of information
- Make interpretations to gain awareness & achieve agreed outcomes
- Identifying blind spots
- Uncovering the "hidden"

6. DESIGNING ACTIONS - CREATE OPPORTUNITIES FOR ONGOING LEARNING

- How to move the coachee forward
- Designing "Being & Thinking" actions
- Getting commitment & use of powerful clarifiers
- Do's & Don'ts as a guideline

7. PROGRESS & ACCOUNTABILITY

- Review progress & focus on what's important
- Identify barriers to progress

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- Encouragement & offering higher accountability support
- Effective closing techniques for coaching session

8. SOME COACHING TOOLS

- Strategies to help coachee change
- The Scaling Technique
- Handling emotions & EFT Technique
- Building strong confidence
- Shifting beliefs



EXPERIENTIAL ACCELERATED TRAINING METHODOLOGY (Practical, Hands On Coach-Coachee Sessions)

To make the training effective & thought provoking yet lively & entertaining, the trainer utilizes a combination of various training methodologies including a combination of expert input plus practical sessions including:

- 👉 Expert Input & Instructions, Notes & Hand Outs
- 👉 Group Discussions, Individual Exercises & Presentations
- 👉 Video Clips, Brainstorming Sessions, Practical Hands On Sessions
- 👉 Demonstrations, Role Play, Games & Activities
- 👉 Visualization, NLP Tools, Scaling Technique

WHO SHOULD ATTEND - A MUST FOR ALL!

All managers, heads of departments, line leaders, supervisors
- **ALL** who wants to learn to apply & maximize Coaching & Mentoring Skills effectively at the workplace

COMPREHENSIVE MANUAL & WORKBOOK

A practical, easy to read yet thorough set of notes for the participants. It is wonderfully & carefully written with relevant & humorous pictures. It is **content-rich** but **summarized** for easy reading & follow through. **This Is Rachel Khor's Special Gift To The Participants As A Fantastic Takeaway After The Training.**



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COURSE TRAINER - Rachel Khor

- Certified Master Performance Coach (ICF Approved)
- From DC Psychology International & American Institute of Business Psychology
 - Certification in Colored Brain Communication
 - Certification in Human Drivers & Motivation
 - Certification in Dynamic Speaking
 - Certification in Curriculum Development
- Certified Trainer in Emotional Quotient
- Certified Trainer PSMB/HRDF (Malaysia)
- Certification in Neuro Linguistic Programming (NLP)
- Certification in Hypnotherapy from London College of Clinical Hypnosis (LCCH)
- Attended course on **Clinton Swaine's Experiential Training "Play To Win"**, Silva Life System in Mind Development & Stress Control
- Attended courses on Mind Mastery, Laws Of Attraction, Napoleon Hill's Principles Of Success, Emotion Through Sound & Movement, Breakthrough Program by Asiaworks, Communication by Landmark Forum, Money & You, Creativity, Problem Solving, Grooming & Etiquette, Accelerated Learning Techniques, Sales & Marketing, Digital Marketing, etc



Rachel Khor is currently the **Principal Trainer & Chief Learning Strategist** as well as an experienced entrepreneur & businesswoman.

She is a **Master Trainer** in Coaching, Creativity & Thinking Outside The Box, Problem Solving Skills, Master Your Mind, Emotional Intelligence & Emotional Drivers, Success Tools & Colored Brain, Communication, Negotiation, Peak Performance, Goal Setting, Positive Work Attitude, Leadership & Sales Warriors.

She has undertaken training, consultancy & facilitation projects with various companies, both private & public sectors. She is a sought after Learning & Development Strategist, People Developer, Trainer, Coach & Mentor.

Her training incorporates effective evaluation methods, powerful techniques of varied disciplines & practical tools for all her learning solutions. **Driven by a passion for delivering awesomeness**, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical & up to date information, deliver time tested methodologies & conduct interactive sessions - all are formulated to achieve results like never before.

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Her **determination & speed in producing training solutions** is one of the key reasons her clients keep coming back to her over & over again. Her research, knowledge & experience made Rachel Khor in the front line within her profession.

She loves people development - during her high impact training sessions she is committed, dynamic & outcome driven. **She utilizes Accelerated Training methodologies to inspire change & fast results.**

She trains with her personal brand of positivity, charisma & focus which greatly motivates her participants to achieve greater heights of achievement. Participants have described her sessions as inspiring, thought provoking, energetic & easy to understand.

During her sessions, her ability to be **neutral, non-judgmental, supporting the group & upholding its wisdom has allowed her to effectively extract participation in a magical way. Based on the belief that every individual has a core genius & the ability to soar given the right opportunity; Rachel's training methodology breaks limiting beliefs, overcomes obstacles & cultivates trust across cultures.**

Rachel receives rave reviews/excellent ratings due to her dynamism, knowledge & fantastic rapport with her participants. She achieves this by ensuring her training is **relevant & solution based - always updated with new ideas, strategies & techniques.**

SATISFACTION GUARANTEED!

CLIENTS FROM RACHEL'S INHOUSE & PUBLIC TRAINING INCLUDE...

Leighton Offshore, Petronas, Sarawak Energy, Shell, Talisman, BNM, Kementerian Kewangan, Kenanga, Allianz, Ambank, Affin Holdings, CIMB, Exim Bank, Maybank, Mavcap, RHB Bank, Public Bank, UOB, HSBC, Danajamin, Pan Malaysia Pools, MAA Assurance, Malaysian Reinsurance, Takaful Iklas, Tokio Marine, ACE, Aneka Insurance, Etiqa, MII, Agilent, Ansell, Bristol, Cahaya Mata, Cameron, Camcar Textron, Cyberview, Dell, Emhart Glass, Khazanah Nasional, Kotak, Infineon, IJM Plantations, Impressive Edge, Kanzen, KKIP, Kossan Rubber, LG Aluminium, M Mode, Merck, Mimos, MRCB, MNRB, Minetech Resources, Munchys, Myceb, OYL Industries, Pernec, Prokhas, Royal Selangor, Selangor Industrial Corporation, Samsung, Sara Lee, Scenic Moulding, Sime Tyre, SIRIM, Tencate, Takeuzi, Totokiki, Toshiba, Niro Ceramic, Valuecap, White Horse, UMW, MAS, Msian Airport, KLAS Airport Services, Lembaga Pelabuhan Klang, PTP, Westport, Johor Port, TNB, Telekom, Maxis, Sunrise, SP Setia, Selangor Dredging, Worldwide Holdings, YLI Industry, IOI, Genting, Hotel Equatorial, Eastin Hotel, Saujana Resort, Subang Medical Centre, Ampang Puteri Hospital, Institut Jantung Negara, MARA, Msian Export Academy, FMM, UEM, Naza, Open University, Swinburne University, UKM, UM, DBKL, PNB, Iskandar, MOF, MOH, MOT, Jabatan Ketua Menteri, Jabatan Perancangan Bandar, SPAD, Yayasan Sarawak, etc

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**GROUP PRESENTATION -
Let Me Clarify ...**



SHARING SESSION



**PEOPLE SKILLS ACTIVITY -
Hello ... You Listening?**



**ACTIVITY: UNTANGLING THE KNOT -
We Can Do It!**



CASE STUDY - Deep In Thought



NLP EXERCISE - Rapport Building



**COACHING: The Answers
Are In The Questions!**



**BRAINSTORMING &
SHARING SESSION**



**ACTIVITY on Strategizing,
Planning & Organizing**



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REGISTRATION DETAILS

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Course Timing: 9.00 am - 5.30 pm Payment Made To: Peak Success Abundance Sdn Bhd

Course Fees: RM1,500 per participant For 3 & above: RM1,400 per participant

Company Name & Address: _____

Participant's Contact Details

1. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

2. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

3. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

4. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

5. Name: _____ Position: _____

Tel: _____ H/P: _____ Email: _____

Signature & Company Stamp

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