

Team Leadership Competencies - Coaching Skills for Effective Leadership

Friday
26 April 2019

or

Friday
23 August 2019

or

Friday
13 December 2019

9:00 am – 5:00 pm



Other courses on Team Leadership Competencies:

- How to Lead through Active Engagement
- How to Motivate and Get the Best out of People
- How to Select and Put the Right People in the Right Jobs
- How to Manage in order to Lead Effectively

Team Leadership Competencies - Coaching Skills for Effective Leadership

INTRODUCTION

Coaching is an effective leadership tool. The role of a manager or leader is to direct, monitor and coach team members to perform to the standards and expectations required. The approach to coaching will depend on the development level of team members. Development is not defined in terms of seniority and years in the organization but in terms of the level of exposure, experience and ability. We each have different capability, aspiration and learning potential. Different strokes for different folks and thus the purpose and styles of coaching will be different.

For simplicity, high, medium and low are used to indicate levels of performance and capability. High performers, the 'superstars', who always perform way above the standards should be mentored to develop new skills, and be challenged to take greater responsibility. Medium performers, the 'twinkling' stars, can be coached to reach their potential. Low performers, the 'dim-lit stars', whose performance are often below standards, should be coached, supported and counselled with the view to helping them succeed so that they can sparkle and eventually reach their potential.

It is the manager's responsibility to build talent and expand organisation capabilities. Both coaching and mentoring are key skills required of every manager to do just that.

This programme deals with the skills, techniques and intricacies of coaching in leading team members at different performance levels and help each and every one succeed.

OBJECTIVES

At the end of the workshop, participants will be able to:

- Define and categorise development levels to enable effective coaching
- Differentiate Coaching from Directing or Mentoring so that appropriate methodologies are applied to build organization capabilities.
- Structure coaching in a manner that brings results and sustainable
- Use appropriate approach to handle team members at different development levels
- Apply the techniques of Instructions, Inquiry and Advocacy to Coaching

DESIGNED FOR

- Managers
- Team Leaders and Supervisors

CONTENTS

Coaching – an Effective Leadership Tool

- A Simple Way to Define and Categorize Development Levels
- Categories of Coachees – Superstar, Twinkling and Dim-lit Stars
- Relationship between Development levels, Coaching and Achieving Performance
- Differences between Directing, Coaching and Mentoring
- Achieving Individual Potential - Different Strokes for Different Folks
- Cherish Diversity in Coaching
- Towards Better Performance

Coaching Skills and Techniques

- Coaching Skills – Instructional – a direct approach
- Coaching Skills – Inquiry – Use of questions and probes
- Coaching Skills – Advocacy – Use of suggestions
- Skills Practices on Various Coaching Skills and Techniques

A Systematic, Structured Approach to Coaching

- The Coaching Methodology and Framework
- Making Coaching Sustainable
- The Use of Action Planning
- The Importance of Structured Follow-up
- Use SMART Goals
- Effective Steps to Coaching
- A Demonstration of Structured Coaching and Application of Coaching Skills and Techniques

Scenario-based Coaching

- Examples of Coaching Using the Coaching Framework and Steps
- Demonstrations and Skills Practices

Summary and Conclusions

WORKSHOP LEADER

Ms Weelan Ho is the Principal and Director of PGA Consulting Limited (HK) and the Director of Ascent Global Service Pty Limited (Australia). She has significant experience in helping companies create value and improve bottom-line results through Strategy Development, Operations & Sales Improvement, Service Excellence and Organization Cultural Change Programs etc., just to name a few. The clients she has worked with are multinationals, public listed companies, family-owned enterprises and SME across Asia Pacific in multiple industries as well as with the public sector.

Another of her focus is leadership development of senior executives, middle managers and supervisors through a combination of coaching and organization development, as they are the pillars of the organization, each having responsibility to ensure the company performs effectively in an increasingly competitive environment. Expanding organization capability and improving soft skills are necessities for they directly impact on company performance reflected through revenue, profits and growth.

DATES & TIME

Friday, 26 April 2019 [Register Now](#) OR
Friday, 23 August 2019 [Register Now](#) OR
Friday, 13 December 2019 [Register Now](#)
9:00 am – 5:00 pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central
HONG KONG

FEE (Inclusive of tea/coffee breaks)

HKMA Member: HK\$2,780

Non-member: HK\$2,980

Early Bird Discount: HK\$200 each

(For those who enrol and pay one month before the course commencement date)

Group Discount: HK\$200 each

(For companies which send a total of two or more participants to this course and enrol at the same time)

DEADLINE FOR REGISTRATION

1 week before course commencement

METHODOLOGY

Discussions, Self-assessment, Group Interaction, Video, Skills Practices.

LANGUAGE MEDIUM

English, but can supplement with Cantonese and Putonghua if needed, depending on the needs of participants.

ENQUIRIES

For course details, please contact Ms Diana Li on 2774-8552; or visit the HKMA website: www.hkma.org.hk/seminar. For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2365-1000.

Coaching Skills for Effective Leadership

- 26 April 2019 (SG-A6867-2019-1-F)
 23 August 2018 (SG-A6867-2019-2-F)
 13 December 2018 (SG-A6867-2019-3-F)

FE: HKMA Member: HK\$2,780
Non-member: HK\$2,980

Name (Mr/Ms): _____
(Surname) (Other Names)

HKID Card No.: _____ HKMA Membership No.: _____

Position: _____

Company: _____

Address of Company: _____

Telephone No. (Office): _____ (Residence): _____ (Mobile): _____

Email: _____ Education Level: _____

Correspondence Address: _____

Cheque Number: _____ Cheque Amount: HK\$ _____

Name and Title of Nominator (Mr/Ms): _____

Nominator Email / Address: _____

Sponsorship Company-sponsored Self-sponsored

Where did you **FIRST** learn about this programme?

Email Promotion from HKMA

Direct Mail by Post

HKMA Website

Others (please specify): _____

Note for application

- This form together with a crossed cheque payable to The Hong Kong Management Association should be returned to: Executive Director, The Hong Kong Management Association, 16/F Tower B Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- Registration must be made on the Enrolment Form provided and returned to the Association before the programme commencement date (Not less than 5 days) with full fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and full programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- For **ENROLMENT** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2365-1000**.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcome but are subject to confirmation by payment in full within 10 days of the date the reservation is made or 5 days prior to programme commencement, whichever is sooner.
- Applications, upon full payment, will be processed on a first-come first-served basis.
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Services Department on 2774-8501 or Ms Diana Li on 2774-8552. Website: www.hkma.org.hk
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.

Personal Data Collection Statement

1. The personal data of applicants are collected and kept for purposes of processing of applications of course enrolment, course admission, student and member administration, course research and statistical matters.
2. The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange.
3. Applicants wishing for access to and/or correction of personal data may send their written requests to the Association.

If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box. You may at any time send your written requests to the Association.

Notes

1. I understand that all handout materials obtained in class are strictly for my own educational purposes.
2. I have understood all the "Notes for Application" listed in Application Form.

Applicant's Signature: _____ Date: _____