

Coaching Skills

Code: CS

Duration: 12 Hours

Synopsis:

Workers need to be trained quickly and continuously to cope with changing new technologies. Although this can be achieved through On-the-Job training (OJT), companies need line trainers who can effectively coach one-to-one at the work place. Trained supervisors, line trainers, or good coaches are critical to the success of implementing OJT effectively.

This course utilises the workshop approach whereby participants will learn how to prepare, demonstrate, monitor skill practices and schedule follow-ups for effective implementation of OJT. It will also highlight the importance of motivation and interpersonal interaction to improve performance.

Course Objective:

On completion of this course, participants will be able to:

- Define the term Coaching
- List the benefits of systematic and structured coaching
- List the roles of a coach
- Carry out the proper steps in coaching
- Improve employees' performances through coaching

Course Outline:

This course will cover:

- Definition of the term Coaching
- Benefits of structured coaching
- Roles of a coach
- Understanding the trainee
- The four steps towards effective coaching
- Applying proper coaching techniques
- Improving employees' performances
- Skills practice/ Video case studies/ Project presentation

For Whom:

Suitable for Line Leaders, Supervisors, Instructors and Experienced Operators.

Entry Requirements:

Participants are assumed to:

- Be able to listen and speak English at a proficiency level equivalent to the Workplace Literacy and Numeracy (WPLN) level 4 / Lower secondary and above;
- Be able to read and write English at a proficiency level equivalent to WPL level 4 / Lower secondary and above; and
- Be able to manipulate numbers at a proficiency level equivalent to WPN level 4 / Lower secondary and above.

Training Medium:

This course is conducted in English/Mandarin.

Training Methodology:

This course is delivered through lectures, group activities and role-play.

Assessment Methodology:

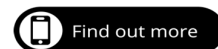
Skills Practice and written test are conducted at the end of the course.

Certification:

A Certificate of Proficiency will be awarded to participants upon completing and passing the assessment. Otherwise, a Certificate of Participation will be issued to those who attained a minimum attendance of 75%.

Contact Us:

For further information or registration, please contact +65 6483 2535 or email emarketing@elitic.com



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