

SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

7 Steps to Effective Coaching

(Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- ROLES AND RESPONSIBILITIES OF A COACH
- MANAGING PERFORMANCE – coaching process; 7-Step coaching plan; components of the plan
- COACHING TECHNIQUES AND STYLES – applying effective coaching techniques to manage attitudes and behaviors
- LEARNING STYLES OF COACHEE – barriers to learning; methods to overcome barriers to learning
- MONITORING PROGRESS AND COACHEES' BEHAVIORS



How Coaching Skills Will Benefit You and Your Organization

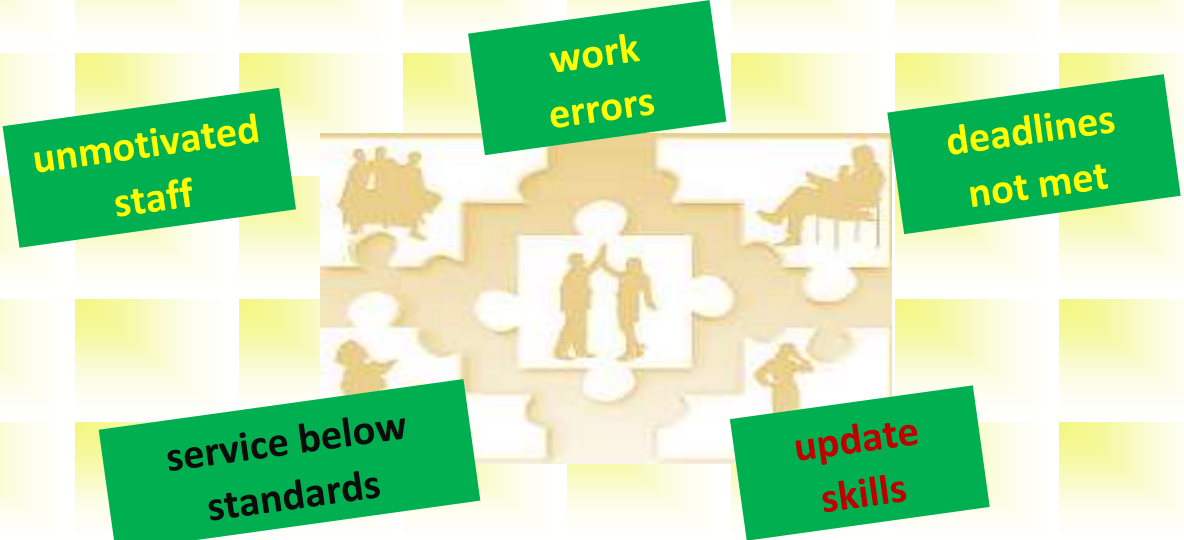
- ⇒ develop skills and competencies
- ⇒ enhance confidence
- ⇒ improve performance
- ⇒ increase self esteem and job satisfaction



Opportunities for Coaching

- work responsibilities redefined
- procedures and policies changed
- staff roles reallocated
- new tools and equipment acquired

..... *applying coaching techniques to handle:*



ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 16 hours • Course Fee: \$500 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$100 ▪ Singaporeans below 40 years and PRs: \$228 	<ul style="list-style-type: none"> • Course Reference Number: TGS-2019504399 • Funding Validity Period till 30 December 21 • Mode of Training: Zoom 	<ul style="list-style-type: none"> • Education: Minimum 'Secondary' • Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 	<ul style="list-style-type: none"> • Staff working in customer service, technical support, call centre, service and sales support, administration, and other roles involving customer contact • Staff working as team leader, supervisor, or manager

SSG terms and conditions apply.
MCE: Singapore Citizens, 40 years and above

