

TRAINING PROVIDER	
SINGAPORE PROFESSIONALS' AND EXECUTIVES' CO-OPERATIVE LIMITED	
Course Title	SOLVING PERFORMANCE PROBLEM - Coaching and Counselling
Course Duration	1 day (7 hours / 9am to 5pm)
COURSE DETAILS	
Course Objectives	Performance Management is about motivating individuals to improve their performance and value add to the team. The key is about getting results by understanding people behaviours and what matters to them. It is about getting individuals acceptance of goals and standards. "What is to be achieved and what is in for me" and "How can I contribute and how it is to be achieved".
Learning Outcome	At the end of the session, participants will be better able to identify skills and knowledge deficiencies leading to performance that is below expectations. Participants will be better able to identify the cause or lack of willingness leading to performance that is below expectations.
Topics Covered	<p>This workshop will cover:</p> <p>1) Elements of People Performance (3.5hrs)</p> <ul style="list-style-type: none"> • When to Coach and When to Counsel • The Process of People Coaching • Describing a Problem • Finding Cause of a Problem • Looking for Solutions • Implementing Solutions • The Importance of Follow Up and Reinforcement <p>2) Surfacing an Attitude Problem (3.5hrs)</p> <ul style="list-style-type: none"> • The Process of Performance Counselling • Understanding Defensiveness • Techniques for Reducing Defensiveness • Creating a Willingness to Change • Follow Up and Reinforcement
Learning Methodology	<p>To anchor the learning, the workshop incorporates interactive delivery of contents; trainer-led facilitation; mini case studies; plenary group sharing & discussions; skill practices; individual review & reflection; etc.</p> <p><u>ENTRY Behaviour</u>: Participants give their approaches to a current or past problem (1.5 Hours)</p> <p><u>EXPLANATION</u>: Facilitator imparts a new approach to address the problem (2.0 hrs)</p> <p><u>EXERCISE</u>: Participants work on exercises designed to internalise and translate concepts into practice (2.0 hours)</p> <p><u>APPLICATIONS</u>: Participants use the new concepts and practices learnt to the problems they raised (1.5 hours)</p>
Who Should Attend	Talent Champions, People Managers, Line Managers & Supervisors who are involved in coaching others in career development and provide support to others in times of change or to improve relationships.