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Access Ideas (M) Sdn Bhd

# Workplace Coaching & Mentoring

Knowledge should not be an exclusive commodity. When we have employees who hold on to the work knowledge that they gain and not pass it down to the others, we face the risk of the knowledge, skills and experience to die off as they leave the organization. Through this program we help people managers built their competency in coaching and mentoring as part of their managerial role. Both element of leadership and communication will be examined in order for them to effectively develop employees and ensure knowledge transfer that will lead to a more positive outcome.

**At the end of this training programme, participants will be able to:**

- Review their roles as a people manager.
- Develop coaching abilities.
- Map out a succession plan through mentoring.

## Intended Audience

People Manager such as Supervisors, Executives, Specialist, Senior Executives and even Manager level employees that will / can be selected to become on job coaches and mentors

## Training Methodologies

This stimulating program will maximizes the understanding and learning of concepts through interactive knowledge sharing, audio visual stimulants, group discussion, case studies and experiential learning activities.

## Course Content

### Module 1: Roles of a People Manager

- Foundations of an Effective Organization
- Definition of a Manager
- The Typical Manager: Planning, Organizing, Directing, Monitoring
- The Future Manager: Training, Coaching and Mentoring
- Managerial Skills Weightages
- Understanding impact of Different Leadership Styles

### Module 2: Strategies for Knowledge Transfer

- Understanding Competencies
- Types of Knowledge and How to Manage Knowledge
- Skills and Level of Proficiency
- Behaviours: Motivational Theories and Application
- Case Study: The Troubled Five

### Module 3: Coaching Skills 101

- Communication Style: Are you a natural coach?
- Identifying Coachable Moment
- Having a Coaching Conversation
- Key Principles of Coaching and the GROW Model

### Module 4: Mentoring on the Job

- Preparing for Formal Mentoring

## Trainer Profile

**Ahmad Fauzan Othman** has been conducting training since 2007 and is an approved lead trainer for HRD Corp Train-the-Trainer Certification Course since 2014. He focuses on training and development topics towards organisational productivity. Over the years he has trained various level of employees from the private and public sector.

Fauzan graduated from Hakodate National Collage of Technology, Japan and worked in the R&D department of a major Japanese electronics company before moving on to Learning and Development as a soft skills trainer. He has served as the Chairman for BNI KL Metro Trainers Council and has also served as the President, Network Education Coordinator and as a Mentor and Mentor Coordinator at the chapter level over the years. Apart from training and teaching, Fauzan is also a writer and independent publisher. His first book on learning management through football entitled "Strategi Berpasukan Untuk Berjaya – Cemerlang & Menang Cara Bola Sepak" was published by PTS Millenia in 2006. His second book, a self-publish effort in 2011 uniquely titled "Rahsia Kyoumi No Chikara" based on a Japanese motivation concept touches on the Power of Interest. In his third book, "51 Aktiviti 'Experiential Learning' untuk Pembangunan Pasukan", he shares his unique games that he uses for his team building programs. He has since written and published many books on various topics such as BMC, Time Management, Management and Leadership, Gamification and other soft skills topics. His publishing set up was invited by PSMB to participate in HRDF's Trainers Conference in 2016.

His list of clients includes a wide range – from MNC companies to government bodies. Among his past participants were, Sime Darby, PERODUA, Molex, Apex Investment, AmMetLife Takaful, SME Bank, BSN, Eraman (Airports Niaga Berhad), UDA Holdings Berhad, LHDN, MPOB, AVON, Kementerian Dalam Negeri, Kementerian Pembangunan Wanita, Keluarga & Masyarakat, UniSZA, and many more