JAMES COOK INSTITUTE

SOFTSKILL

INTERMEDIATE

Coaching My Team for Performance



SOA: Coaching and Mentoring

Description

This course equips participants with the knowledge and skills to become effective coaches. Through interactive learning and practical application, participants will gain the confidence to guide and motivate their staff in a positive and supportive environment. Learners will develop a deeper understanding of coaching concepts through a step-by-step approach. They will learn how to develop a coaching plan, build rapport, communicate effectively, provide constructive feedback, and manage coaching challenges.

Who is this Course For?

The course is suitable for management, business owner, manager, supervisor or team leader

Course Objectives

By the end of this course, learners will be able to:

- Understand the features of being an effective coach and the coaching frameworks.
- Design a coaching plan to address the development needs of the learner.
- Engage learners in their development through coaching conversations using rapport building and communication techniques.
- Handle feedback in an actionable manner using documentation to achieve development areas.
- Implement applicable legal and ethical considerations and standards to manage coaching challenges and solutions

Course Duration
16 Hours

Course Reference No.
TGS-2025055125

Mode of Training
Classroom

Funding Validity
Till 18 May 2027

Full Fee $900
(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	70%	$351
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	50%	$531

Subsidies available: SFC, SFEC, PSEA & UTAP

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website

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Course Content

Learning Unit 1: Being an Effective Coach

- Define the characteristics and roles of a coach for effective coaching
- Identify the importance of active listening, empathy, and time management for effective coaching conversations
- Learn the GROW Coaching Model

Learning Unit 2: Developing a Coaching Plan

- Ask powerful questions to promote self-discovery and learning
- Recognize areas where individuals require development
- Using Generative AI as an assistant for coaching development plan
- Define SMART goals for individual and team performance improvement

Learning Unit 3: Building Rapport and Communication

- Communication styles and their impact on coaching conversations
- Building trust and rapport with team members
- Effective communication techniques

Learning Unit 4: Providing Effective Feedback

- The importance of constructive feedback in coaching
- Techniques for delivering clear, specific, and actionable feedback
- Creating a safe space for feedback exchange

Learning Unit 5: Coaching Challenges and Solutions

- Identify and address common coaching challenges
- Develop strategies to manage conflict and maintain a positive coaching Environment

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