

Manage and Adapt to Change - Basic Counselling & Coaching Skills. Join this course to improve your communication with team members to solve problems by applying basic counselling and coaching skills.

Course Description

This course brings an insight on how you can improve the quality of the conversation and help your team members solve problems and develop professionally by applying basic counselling and coaching skills. The participants will learn how to apply GROW model which is solution focused and has proven to effectively contribute to workplace performance.

Learning Outcomes/Objectives

At the end of the course, participants should be able to:

1. Understand the basic counselling and coaching skills used at the workplace
2. List the similarities and differences between counselling and coaching
3. Apply the GROW model to help team members solve problems
4. Adopt the use of the model with other communication skills to engage in quality conversations contributing to workplace performance


Training Methodology

Facilitated classroom training, small group discussions, skills practice



Course Outline

1. Understanding Basic Counselling and Coaching Skills
2. Understanding G.R.O.W Model and its application
3. Improving the Quality of Conversations in Workplace
4. Effectiveness of Counselling and Coaching for Workplace Performance

Venue

 Zoom online platform

Enquiries

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Target Audience

Allied Health Professional, Managers, Corporate Services Staff

Course Time

19 Apr 2021, 9am - 1pm

Course Fee: \$133.75 (Including GST) Prevailing course fee subsidy at 90% for Singaporeans/PRs and 45% for Work Pass Holders working in eligible community care organisations.

Trainers' Profile

Carol Hoon has over 20 years of professional experience, specializing in areas of Learning & Development, Positive Psychology and Coaching. She is also a Certified Emotional Intelligence Practitioner by Genos International and a Senior Assessor with the Enterprise Singapore Business Excellence. She holds a Master of Science in Human Resource Management & Development.



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