



# POWER OF COACHING & COUNSELLING FOR PERFORMANCE

DATE: 30 - 31 MARCH 2023  
TIME: 9:00AM - 5:00PM  
ONLINE MSTEAMS

FEE: RM 1,400 (INCLUSIVE 6% SST)  
HRDC CLAIMABLE/PAYABLE TO MEF ACADEMY SDN BHD

**REGISTRATION LINK & QR CODE:**

<https://forms.office.com/r/i8KTfLDdGs>







# INTRODUCTION



Power of Coaching & Counseling for Performance is designed to provide practical knowledge and skills for individuals to develop professional interpersonal communication skills towards managing and supporting employees in this disruptive business environment.

This program covers the crucial topics of understanding organisational behaviour in terms of employee's motivation and psychology and supporting motivation behaviour change and conflict resolution at the workplace. Participants will also be introduced to interest aspect of handling personal problems, stress and depression by clinical Psychologist as well as the important knowledge on legal concepts of discipline.

Participants will learn the management techniques of coaching and counselling towards performance improvement & development.

## **MODULE 1: PERFORMANCE COACHING**

- People Management
- Concept of Coaching and Counseling
- Role of Coach & Counselor
- Principles of Coaching
- Building Coaching Process
- G.R.O.W Model
- Coaching Skills

## **MODULE 3: HANDLING DISCIPLINE & MISCONDUCT**

### **Legal Concepts on Managing Employees**

- Employment Act
- Employer-Employee Relationship
- Managing employee issues
- Corrective discipline
- Employee Behavior & Misconduct
- Misconduct – Major and Minor
- Disciplinary Procedure

## **MODULE 2: COUNSELING & PSYCHOLOGY**

- The Counselling Processes:
- Identifying Problem Situations, Determining the Needs; Formulating Action Strategies
- The Skilled Helper Model (Gerard Egan, 1998)
- Psychology at Workplace
- Definition of Counselling
- Personality and Psychological Issues
- Common Psychological Issues
- Signs & Symptoms of Depression & Anxiety at the Workplace



# TRAINER'S PROFILE:

## **MRS T.RANI NATHAN**

MRS T.RANI NATHAN General Manager- MEF Academy. She is a Certified Trainer recognized by the Human Resources Development Berhad (HRDF), with 20 years extensive experience and expertise in Managerial Skills, Supervisory Skills, Performance Management, Emotional Intelligence, Change Management, Training Skills, Presentation Skills and Coaching & Counseling Skills programs. Mrs. T. Rani also holds professional certifications as Master Trainer awarded by United Nations Development Programs (UNDP) – Malaysian Institute of Integrity; Certificate in Training Services from International Labour Organisation (ILO) and Qualified Management Training Programme (MTP) Trainer from Japan Industrial Training Association (JITA). Qualifications obtained are Masters In Law (LL.M) from University Malaya, LL.B (Hons) from University of London and Certificate In Legal Practice (CLP). Clients include Panasonic Industries, YSP Industries, POS Malaysia, College Tunku Abdul Rahman, Royale Bintang Hotel, AmBank Group, Alloy Consolidated Bhd, Nadayu Properties, ShinEtsu Manufacturing, Malaysian Airline Systems, KPJ Hospitals, etc.

## **MRS LOHESWARY**

Mrs Loheswary is a Clinical Psychologist with private hospital KPJ Healthcare. She has Masters in Clinical Psychology and recognized by both the Malaysian Society of Clinical Psychology and the Singapore Psychology Society. She has been in practice for past 10 years, conducting counselling and psychology advisory for patients. Ms. Lohes is also HRDF Certified Trainer and has conducted numerous lectures and training.