



CERTIFICATE IN PERFORMANCE COACHING & COUNSELING

DATE : 29, 30 Nov & 1 December 2023

TIME : 9:00 AM - 5:00 PM

VENUE: HOTEL EASTIN, PJ

FEE: RM2,200 (INCLUSIVE 6% SST)

GROUP 3 AND ABOVE RM2,100 PER PAX

REGISTRATION LINK & QR CODE:

<https://forms.office.com/r/NFEBpF00xv>



HRDC CLAIMABLE COURSE /
PAYABLE TO MEF ACADEMY





INTRODUCTION

The Certificate Performance Coaching & Counselling 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 employees 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.

Certificate in Performance Coaching & Counselling will be awarded by the MEF Academy and ASIA E University upon completion of all program requirements.



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, Emotional and Mental Health
- Psychology at Workplace
- Definition of Counselling
- Personality and Psychological Issues
- Common Psychological Issues
- Signs & Symptoms of Depression & Anxiety at the Workplace
- Psychological First Aid at Workplace.



TRAINER'S PROFILE:

MRS T.RANINATHAN

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.

MR NANTHAKUMAR

Senior Consultant, Industrial Relations, has been with MEF since 2009. He has represented many MEF member companies in numerous dismissal cases at the Industrial Court, conciliation proceedings and Labour Court cases as well as in Collective Agreement (CA) negotiations and CA dispute cases. He has also conducted numerous in house and Public Training programs in various IR related areas during his time with MEF. He has previous working experience with a commercial Bank where his last position was as a Senior Executive in the Operations Control/Audit Review Dept. He left the Bank in 2001 to further his legal studies. After graduating with an LLB (Hons) degree he completed the English Bar Vocational Course and qualified as an Advocate & Solicitor in 2005. He joined practiced with Messrs Sri Ram & Co and Messrs P Kuppusamy & Co specializing in Employment Law practice before joining MEF.

DR. LOHESWARY

Dr. Loheswary is a Clinical Psychologist with private hospital KPJ Healthcare. She has Doctorate 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. Dr. Lohes is also HRDF Certified Trainer and has conducted numerous lectures and training.