



DEVELOPING HIGH IMPACT PERFORMANCE THROUGH COUNSELLING, COACHING AND MENTORING TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Developing High Impact Performance Through Counselling, Coaching and Mentoring Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical techniques to improve employee performance through structured counselling, coaching and mentoring approaches. It focuses on identifying performance gaps, guiding employees effectively, building trust and applying development conversations that strengthen capability and motivation. Through case studies, discussions and applied exercises, participants will gain the skills needed to support employees' growth and achieve high-impact performance results.

OBJECTIVE(S):

- Understand the roles of counselling, coaching and mentoring in performance improvement.
- Identify performance issues and assess employee development needs.
- Apply structured counselling techniques for performance conversations.
- Use coaching models to guide and empower employees.
- Provide mentoring support to build knowledge and long-term capability.
- Strengthen communication skills for development dialogues.
- Build trust and rapport to enhance employee engagement.
- Apply counselling, coaching and mentoring tools in real workplace scenarios.

TARGET GROUP(S):

- Managers and supervisors
- Team leaders and executives
- HR practitioners
- Trainers, mentors and coaches
- Anyone responsible for employee development and performance

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to Counselling, Coaching and Mentoring
2. Identifying Employee Performance Gaps
3. Effective Counselling Techniques for Workplace Issues
4. Coaching Models and Performance Conversations
5. Mentoring for Knowledge Sharing and Capability Development
6. Communication Skills for Development Dialogue
7. Building Trust, Motivation and Employee Engagement
8. Applying Tools for High Impact Performance Improvement

LIST OF REFERENCE BOOK(S):

- Coaching, counselling and mentoring references
- Leadership and performance management guides
- Communication and behavioural development materials

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Counselling and coaching templates

METHODOLOGY(S):

- Lecture
- Case studies
- Group discussions
- Role-play
- Practical counselling and coaching exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Overview of Counselling, Coaching and Mentoring
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Identifying Performance Gaps and Development Needs
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Counselling Techniques for Workplace Conversations
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Coaching Models and Practical Application

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Mentoring for Knowledge Sharing and Capability Growth
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Communication Skills for Effective Development Dialogue
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Building Trust, Motivation and Engagement
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Tools and Application for High Impact Performance