



EMPOWERING PERFORMANCE IMPACTFUL COACHING (E.P.I.C.) 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: Empowering Performance Impactful Coaching (E.P.I.C.) Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training equips leaders with the essential coaching skills needed to drive performance, develop talent, and create a culture of continuous improvement. The E.P.I.C. model focuses on Empowering, Performance-driven, and Impactful Coaching techniques that strengthen communication, motivation, and accountability. Participants will learn practical tools for conducting coaching conversations, addressing performance gaps, guiding employee development, and inspiring behavioural change that leads to impactful results in the workplace.

OBJECTIVE(S):

- Understand the principles of effective performance coaching.
- Learn the E.P.I.C. coaching model for high-impact talent development.
- Strengthen communication, questioning and active listening skills.
- Identify performance gaps and coach employees toward results.
- Develop confidence in conducting coaching conversations.
- Apply motivational techniques to inspire behaviour change.
- Build a performance culture through continuous coaching.

TARGET GROUP(S):

- Managers & Supervisors
- Team Leaders & Coordinators
- HR & People Development Personnel
- High-Potential Employees
- Anyone responsible for managing and developing team performance

ENTRY REQUIREMENT(S):

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

TOPIC(S):

1. Introduction to Performance Coaching
2. The E.P.I.C. Coaching Model
3. Building Trust & Coaching Mindset
4. Communication, Active Listening & Powerful Questions
5. Identifying Strengths, Gaps & Development Needs
6. Coaching Conversation Frameworks
7. Motivating Individuals for High Performance
8. Giving Constructive & Impactful Feedback
9. Managing Difficult Behaviours During Coaching
10. Performance Accountability & Follow-Up
11. Coaching for Development vs Coaching for Performance
12. Practical Coaching Simulation & Action Planning

LIST OF REFERENCE BOOK(S):

- “The Coaching Habit” – Michael Bungay Stanier
- “Co-Active Coaching” – Whitworth et al.
- HBR Guide to Coaching Employees
- GROW & E.P.I.C. Coaching Frameworks

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Coaching role-plays
- Practical E.P.I.C. coaching workshops

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 9:45 am	Topic 1: Fundamentals of Performance Coaching
9:45 am – 10:30 am	Topic 2: The E.P.I.C. Coaching Model – Overview
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Building Trust & Coaching Mindset
11:30 am – 12:30 pm	Topic 4: Communication & Active Listening Techniques
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Asking Powerful Coaching Questions
2:30 pm – 3:30 pm	Topic 6: Identifying Performance Gaps & Needs
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop 1: Coaching Conversation Practice

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 9:45 am	Topic 7: Motivating for High Performance
9:45 am – 10:30 am	Topic 8: Giving Constructive & Impactful Feedback
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 9: Handling Difficult Behaviours During Coaching
11:30 am – 12:30 pm	Topic 10: Accountability, Monitoring & Follow-Up
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 11: Coaching for Development vs Coaching for Performance
2:30 pm – 3:30 pm	Topic 12: Coaching Tools & Leadership Application
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Final Workshop: E.P.I.C. Coaching Simulation & Action Plan