



BEST PRACTICES IN COACHING TO INCREASE EMPLOYEE PERFORMANCE 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: Best Practices in Coaching to Increase Employee Performance Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training equips participants with best-practice coaching techniques that directly enhance employee performance, motivation, and behavioural improvement. It focuses on structured coaching conversations, performance diagnosis, communication mastery, feedback delivery, and methods to embed coaching into daily leadership routines. Participants will learn how to empower employees, address performance barriers, and build a culture of accountability through high-impact coaching practices.

OBJECTIVE(S):

- Understand the function and value of coaching in performance improvement.
- Learn proven coaching best practices for day-to-day leadership.
- Strengthen communication, listening, and questioning skills.
- Identify performance gaps and coach employees toward solutions.
- Apply motivational and accountability techniques to improve results.
- Deliver constructive feedback that encourages positive behavioural change.
- Handle difficult conversations and resistant behaviours during coaching.
- Create a coaching plan to support sustained employee development.

TARGET GROUP(S):

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

ENTRY REQUIREMENT(S):

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

TOPIC(S):

1. Understanding Coaching for Performance Improvement
2. Coaching Best Practices & Leadership Integration
3. Building Trust & Coaching Mindset
4. Active Listening & Effective Communication
5. Asking Powerful, High-Impact Questions
6. Identifying Strengths, Weaknesses & Performance Gaps
7. Conducting Structured Coaching Conversations
8. Motivation, Accountability & Goal Setting
9. Giving Constructive Feedback for Improvement
10. Overcoming Resistance During Coaching
11. Embedding Coaching into Daily Leadership
12. Coaching Simulation & Practical Action Plan

LIST OF REFERENCE BOOK(S):

- “The Coaching Habit” – Michael Bungay Stanier
- “Co-Active Coaching” – Whitworth et al.
- GROW Model – John Whitmore
- HBR Guide to Performance Coaching

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Coaching role-plays
- Performance coaching workshop

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 9:45 am	Topic 1: Coaching for Employee Performance
9:45 am – 10:30 am	Topic 2: Coaching Best Practices & Principles
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: Active Listening & High-Impact Questions
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Identifying Strengths & Performance Gaps
2:30 pm – 3:30 pm	Topic 6: Structured Coaching Conversations (GROW Model)
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: Motivation & Accountability in Coaching
9:45 am – 10:30 am	Topic 8: Constructive Feedback Techniques
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 9: Handling Resistance & Difficult Behaviours
11:30 am – 12:30 pm	Topic 10: Embedding Coaching into Daily Leadership
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 11: Coaching Tools, Templates & Guides
2:30 pm – 3:30 pm	Topic 12: Coaching Simulation (Real Scenario Role-Play)
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Final Workshop: Personal Coaching Action Plan