



## FUNDAMENTAL COACHING SKILLS TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

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



+603 8022 8330



+603 8022 8201



info@mtbmgroup.com



mtbmgroup.com

**Course Title:** Fundamental Coaching Skills Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training equips participants with essential coaching skills required to support employee development and enhance workplace performance. The programme introduces core coaching principles, communication techniques, active listening, questioning strategies, feedback skills, and the structure of effective coaching conversations. Participants will learn how to guide team members, enhance motivation, nurture accountability, and build trust using coaching as a leadership tool.

## **OBJECTIVE(S):**

- Understand the fundamentals of workplace coaching.
- Learn how to conduct structured and purposeful coaching conversations.
- Strengthen active listening, questioning and engagement skills.
- Identify performance gaps and guide employees towards solutions.
- Provide constructive feedback to support development.
- Build trust, confidence and alignment between leader and team member.
- Apply coaching tools to improve overall team performance.

**TARGET GROUP(S):**

- Managers & Supervisors
- Team Leaders & Coordinators
- HR & People Development Personnel
- High-Potential Staff
- Anyone responsible for developing people

**ENTRY REQUIREMENT(S):**

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

**TOPIC(S):**

1. Introduction to Workplace Coaching
2. Coaching vs Mentoring vs Supervising
3. Coaching Mindset & Trust Building
4. Active Listening & Communication Skills
5. Asking Effective & Powerful Questions
6. Understanding Performance Gaps
7. Coaching Conversation Frameworks (GROW Model)
8. Giving Constructive Feedback
9. Overcoming Coaching Challenges
10. Coaching Practice & Action Planning

**LIST OF REFERENCE BOOK(S):**

- “The Coaching Habit” – Michael Bungay Stanier
- “Co-Active Coaching” – Whitworth et al.
- HBR Guide: Coaching Employees
- GROW Coaching Model (John Whitmore)

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard with accessories

**METHODOLOGY(S):**

- Lecture
- Group discussions
- Case studies
- Coaching role-plays
- Practical workshops

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 9:45 am	Topic 1: Understanding Coaching Fundamentals
9:45 am – 10:30 am	Topic 2: Coaching vs Mentoring vs Supervising
10:30 am – 10:45 am	<b>Morning Tea Break</b>
10:45 am – 11:30 am	Topic 3: Coaching Mindset & Building Trust
11:30 am – 12:30 pm	Topic 4: Active Listening Skills
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 2:30 pm	Topic 5: Asking Effective Questions
2:30 pm – 3:30 pm	Topic 6: Identifying Performance Gaps
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Workshop 1: Basic 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: Coaching Conversation Framework (GROW Model)
9:45 am – 10:30 am	Topic 8: Giving Constructive Feedback
10:30 am – 10:45 am	<b>Morning Tea Break</b>
10:45 am – 11:30 am	Topic 9: Overcoming Coaching Challenges
11:30 am – 12:30 pm	Topic 10: Coaching for Development & Performance
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 2:30 pm	Coaching Tools Session – Practical Coaching Aids
2:30 pm – 3:30 pm	Coaching Practice – Scenario-Based Role Play
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Final Workshop: Personal Coaching Action Plan