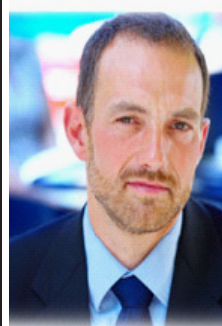


MANAGER AS COACH

Drive Breakthrough Results with Trust and Accountability

Date : 3rd - 5th May 2012
Time : 8.30 am - 5.30 pm
Venue : Istana Hotel, Kuala Lumpur



Established in 1980,
Erickson has
over 8000 graduates in 16 countries

BENEFITS

Manager as Coach is an internationally acclaimed program for Managers, Executives and Leaders. The program builds a clear understanding of managerial coaching approaches that maximize creative development of strong employees and flexible teams. Through coaching skills leaders acquire a high level capacity for visionary thinking as well as the ability to organize strong relationships with their direct reports and working teams.

Expert Workshop Leader



CHERYL CHAPMAN,
Trainer and Professional Coach

Cheryl Chapman, Trainer and ICF Certified Professional Coach was the senior female executive, and spokesperson, of a multi-billion dollar, 10,000 employee, Canadian retail food chain: The Overweitea Food Group (including Save-On-Foods) by the age of 31. During the next five years Cheryl was responsible for all media relations, customer relations, and community relations as the chain grew in British Columbia and expanded

Alberta.

Having been part of a successful culture change initiative at the food group, Cheryl Chapman took a wealth of financial, business, and leadership experience into her consulting practice when she began working with the leadership, teambuilding, and conflict resolution tools of Grid International Inc. Cheryl is the content editor for three of the organizations major texts: The Power to Change, The Power to Change HealthCare, and Team Dynamics.

Cheryl Chapman instructs The Art and Science of Coaching for Erickson College with awesome feedback. Since discovering, "The best coaching instruction in the world" Cheryl has formalized her role as a business coach and expanded her understanding of the power of coaching in releasing potential in the workplace. Cheryl is a member of the International Coach Federation. Cheryl has lived in Canada and the USA, and now resides on the island of Gabriola in British Columbia, Canada.

Who Should Attend :

All Managers and Executive committed to help employees realize their full potential in coping with expectations of the business.

Key Learning Outcomes

- **Understanding** of the manager's role as coach: Effective leadership skills versus commanding or power abuse.
- **Improved** quality of daily work place conversations.
- **Inspiring** and energizing team members around specific goals and projects to produce successful results at great ease.
- **Maximizing** employee potential.
- **Learning** creative ways to create vision.
- **Working** through outcome frame and keeping track on goals towards short term efficiency, long term effectiveness.
- **Acquisition** of proven tools to motivate direct reports, colleagues and others.
- **Building** relational skills to cope with cultural diversity issues.

Why is the Erickson Coach training model so effective?

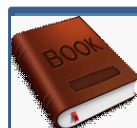
What is the difference between talking about a great meal and eating a great meal? Move from knowing about coaching to the experience of being an effective coach. Learn by doing. Managers leave the program with a solid foundation of experience at being a great coach. Deep learning takes place when participants are immersed in hands-on training that allows them to practice coaching.



ORGANIZED BY:



Management Consultants & Trainers
*** 15 Years & Growing ***



Participants will get "Manager as Coach" course manual



Earn a certificate of completion issued by ERICKSON



Save more with group of participants and more

MANAGER AS COACH

PROGRAM OVERVIEW

Manager as Coach is a three day workshop on Coaching Style Leadership. Erickson College, Canada has developed this curriculum, based on Solution Focused coaching tools and processes, to reframe the context of managerial skills and organizational talent for 21st Century leaders.

This International Coach Federation (ICF) accredited workshop provides Managers and Executives with a set of effective coaching skills to coach their employees within their organizations. Here, the manager does not act as an internal corporate coach, but rather he/she uses the coaching tools to help employees realize their full potential in coping with expectation of the business.

The workshop focus on the coaching approach to leadership for managers, executives, and peers to make the transition to a coaching approach, they have to shift from the old paradigms of "management by power" to "coaching through questions" a model of encouraging self-leadership potential, and skill development.

PROGRAM CONTENTS

DAY 1

Module 1 - Defining Managerial Coaching

- How to define Managerial Coaching
- What does coach- training contribute to effective management?
- The key difference between "Boss management" and Coaching
- Four important steps to becoming a managerial coach

Module 2 - Learning Powerful Questions

- Managers move from being "answer givers" to "question askers".
- Outcome development questions: Effective tools to create a clear mandate for change for your employees and their clients.
- Vision development questions
- How do people become passionate about what they want?
- Key aspects of the Outcome Framing and Creation.

Module 3 - Relationship Building and Motivational Skills

- High level rapport skills
- Methods to regain rapport whenever you lose it
- Practice with difficult situations

Module 4 - Logical Levels Questions

- Questioning that conforms to the way the brain works best
- Questioning that fills in the most effective details of a plan
- How to enlarge the employees understanding through recognizing what's missing
- How to enlarge the employees understanding through viewing a bigger picture

Module 5 - Practice Building

- Experiential, hands-on, well developed exercises

DAY 2

Module 6 - Outcome Focused Methods

- Effective Contracts and how they build success
- Push Button questions, exceptions questions, and scaling questions:
- Effective tools to clarify and prioritize aims
- The power of the Russian doll, and much more:
 - o New ways to clarify multi-level thinking

CORPORATE TESTIMONIALS

"The Art and Science of Coaching course is for every values-based leader who wants to make a difference in the work they do. Whether you are an experienced manager of a large team or an individual contributor, if you believe in coaching and the power of asking questions to inspire and transform people, this course is for you. It has fundamentally changed my perspective on coaching and leadership and we will continue to use the Erickson team to help our company work together more effectively and to perform at a higher level."

Tim Robinson Ph.D.
Director, Corporate Leadership and Executive Development
Canada Post, Ottawa, Ontario, Canada.



"Telenor Customer Service have for several years strived to release an ambition of coaching as the philosophy of management in our organization. Marilyn Atkinson and Erickson College really helped us in establishing a common framework and a practical understanding of managerial coaching. All our 80 leaders went through a 5 day course followed by 1:1-coaching and several workshops. Due to brilliant tools and a common understanding of the mastery of coaching, they were able to implement coaching as a leader style fast and with great effect. We could see remarkable effects on our employees, customer satisfaction and financial results".

Stein Tore Nybrodahl,
Director of Strategy and Development
Telenor Customer Service, Norway.



MANAGER AS COACH

PROGRAM CONTENTS

Module 7 - Experiential, hands-on well developed exercises

Module 8 - Leading through Gaining Commitment: Moving Beyond the Fear of Failure

Leading through gaining commitment not compliance, means that we learn how to manage by using people's own self evaluations as the cornerstone to ongoing improvement. We leave behind the pitfalls of power management. It is important to understand the natural habits of leadership through feedback. We will start with the behavioral research on which understanding of effective feedback is based

- How to develop your employees self evaluation of their own effectiveness
- How to develop awareness of behaviors and their results
- How to move beyond the "Failure Frame"

Module 9 - Experiential, hands-on well developed exercises

Module 10 - Taking Coach Position

The structure of effective coaching conversations start with understanding beginning, middle and end. We will practice building effective coaching sessions, in multiple settings; face to face, over lunch, or on the phone. We will work with the power of future pacing, 'as-if' questioning, and frame setting to have your employee move to clarity and effective action quickly.

- Demonstrating your effectiveness in brief coach /employee dialogues
- Using self evaluation formats
- Celebrating employee successes
- Using Checklists to Success

Module 11 - Practice and practice, succeeding with variations

DAY 3

Module 12 - Through well-developed exercises you will learn the power of:

- Fundamental Time-Energy-Motivation discussions: Zero in on the "Time Gremlins."
- Introduce effective tools to help your employee look at "time" in a new way.
- Art of prioritization: Identify the elements of effective prioritization. These techniques will help break through the challenging "push-pull" predicaments.

Module 13 - Learn to coach through urgent /important discriminations.

- Time and Vision development questions: Identify why and how to take risks.
- 'Wheeling' through the systemic approach: the value of building management wheels.

Module 14 - Team Coaching and Dialoguing

- The four key positions for team conversations.
- Coaching versus facilitation. How to multiply the value of both
- Rapport to Trust.
- Applications for customer development and customer care.

Module 15 - Practice, practice, practice!!

PRORAMME SCHEDULE

08:30	Registration & tea
09:00	Course starts
10:30	Morning refreshment and network
12:30	Lunch
15:30	Afternoon refreshment and network
17:30	End of day

IN HOUSE TRAINING (SAVE 40%)

RCJ Consulting understands your business needs. If you have a group of participants, we can customise the training program specifically focusing on the challenges unique to your company. It is a perfect opportunity to deliver cost effective and valuable training programs for you. Contact our in-house training specialist to have a free consultation.

Richard Jacob
Tel : 012-2182401
Email: rjacob@rcj.com.my
Web : www.rcj.com.my

For any enquiries please E-mail to rjacob@rcj.com.my / Please call 603 - 7490 4528/4529

RCJ Consulting Sdn. Bhd.

2-6-4, 6th Floor,
Menara KLH Business Centre, Off 2 1/2 Miles,
Jalan Ipoh, 51200 Kuala Lumpur.
 Phone : 603-2381 0567 / 603-7490 4528/29
 Fax : 03-7490 4532
 Email : rjacob@rcj.com.my
 Website : www.rcj.com.my

In Association with



CHANGING THE WORLD ONE CONVERSATION AT A TIME

ABOUT ERICKSON COLLEGE



Erickson College has been a worldwide educational organization since 1980, providing professional training programs in coaching and human development across the globe. Erickson is dedicated to expanding the key technologies of Coaching & Business Leadership.

Under the direction of Marilyn Atkinson, PhD and Lawrence McGinnis, LLB, the Erickson team has developed a range of innovative technologies, solutions and programs with the aim of defining the 21st century paradigm for Business Coaching, Innovation, and Leadership development.

Our Mission is to create improvement in the lives of everyone on this planet. We believe that the practice of true coaching, giving a person the experience of finding one's inner genius, and the utilization of solution focused methodologies to produce improved, authentic and ecological results is so powerful as to be a breakthrough in our civilization.

People who are being coached experience, often for the first time in their lives, a space of being listened to wholeheartedly and non judgmentally. In this space, ideas flow much more clearly, easily and aligned with deep values. This is a powerful experience, and when it is accompanied by elegantly framed questions asked in a systemic manner that produce deeply insightful answers, it produces over time a deeper awareness in the person of more effective methods of communication.

This awareness, and the coaching attitude is then often taken into their families, friends the workplace and the world at large. We want the values inherent in coaching and practice of coaching to spread throughout multiple cultures and nations and become a way of being for all humanity.

Erickson College is a member of the International Coach Federation, provider of Continuing Coaching Education for Coaches and member of the Association of Coach Training Organizations.

5 EASY WAY TO REGISTER



Mail the attached registration form with your cheque to:-
RCJ CONSULTING SDN. BHD.
 2-6-4, 6th Floor,
 Menara KLH Business Centre,
 OFF 2 1/2 Miles, Jalan Ipoh,
 51200 Kuala Lumpur,
 MALAYSIA.



Customer Service Hotline
 Tel : 603-2381 0567 /
 : 603-7490 4528/29



Fax
 Tel : 03-7490 4532



E-mail
suren@rcj.com.my



Web
www.rcj.com.my

TERMS & CONDITION

Registration:-

Registration forms must be completed and submitted together with full payment to:-
RCJ CONSULTING SDN. BHD. before commencement of the course. Otherwise, your registration(s) will be treated as unconfirmed.

Payment can be made either by cheque or bank drafts payable to **RCJ CONSULTING SDN BHD** and crossed 'A/C PAYEE ONLY'.

Cancellation:-

Cancellation from the course is subject to the following:-

- Fourteen (14) days prior to commencement - 75% refund.
- Less than fourteen (14) days prior to the commencement - 50% refund.
- No show - no refund; if a participant fails to attend the program, the course fees will not be refunded nor allocated to another program.

RESERVE YOUR PLACE TODAY!

Yes! I/We will attend **Manager as Coach** 3rd - 5th May 2012
 Istana Hotel, Kuala Lumpur

PARTICIPANT (S) DETAILS

Name:Mr/Ms _____
 Designation: _____
 Email: _____

Name:Mr/Ms _____
 Designation: _____
 Email: _____

Name:Mr/Ms _____
 Designation: _____
 Email: _____

COMPANY DETAILS

CompanyName: _____
 Address: _____
 Tel: _____ Fax: _____
 ContactPerson: _____
 Designation: _____
 Email: _____

Enclosed is cheque number _____ for
 RM _____ payable to **RCJ CONSULTING SDN BHD**
 Authorized Signatory & Company Stamp:

YOUR INVESTMENT

	BEFORE 10 TH MARCH 2012		EARLY BIRD RATES 11 TH MARCH 2012 TO 10 TH APRIL 2012		NORMAL RATES	
	RM		RM		RM	
	Individual	Group*	Individual	Group*	Individual	Group*
Price	2830	2630 / person	3150	2980/ person	3330	3130/ person

* 3 OR MORE PARTICIPANTS

FEE INCLUDES LUNCHEONS, REFRESHMENTS AND COMPLETE SET MATERIAL. IT DOES NOT INCLUDE THE COST OF ACCOMMODATION AND TRAVEL.



Save more with group of participants and more