

STAFF DEVELOPMENT THROUGH JOB INSTRUCTION AND COACHING

- ✦ Do you clearly understand benefits and the importance of staff training and development in your career path as a manager?
- ✦ Have you already prepared yourself with necessary skills for staff training and development?
- ✦ Have you thoroughly obtained the most effective methods and process of job instruction and coaching for staff?

This course will help you to develop your staff's ability, and together achieve the work target.

CONTENT

Part 1: Overview of Job instruction and Coaching

- ◆ What is Job instruction? What is Coaching?
- ◆ Why do we need Job instruction & Coaching?
- ◆ What is success in Job instruction & Coaching?

Part 2: Foundational skills for effective Job instruction and Coaching

2.1. Communication process: Listening – Reflecting – Questioning – Giving feedback

- ◆ Listening skill
- ◆ Reflecting skill
- ◆ Questioning skill
- ◆ Giving feedback skill

2.2. Thinking way: Listening - No confuting - Encouraging – Supporting – Priding – Inspiring

Part 3: Process of Job instruction and Coaching

3.1 Stage 1: Making training plan

- ◆ Training need analysis
- ◆ Job breakdown

3.2 Stage 2: implementation on the job training in 2 methods

3.2.1 Job instruction: 4 steps

- ◆ Step 1: Preparation
- ◆ Step 2: Explanation, make examples.
- ◆ Step 3: Asking for doing trial
- ◆ Step 4: Checking

3.2.2 Coaching

A. Coaching 6 golden rules

B. Coaching process: GROW

- ◆ Goal: Define a destination
- ◆ Reality: Define current situation
- ◆ Options: Define possible options for reaching the goal
- ◆ Will: Actions to achieve the goal

3.3 Stage 3: Evaluation

Part 4: Summary and Action Plan

※The above content is subject to change without prior notices



OBJECTIVES



- ➔ Understanding the importance of staff training and development.
- ➔ Obtain necessary skills and carry out effective process of job instruction and coaching based on situations.

TARGET



- ☐ Staff
 ☒ Middle-Management
 ☒ First-line Management
 ☐ Top-Management

METHOD



30% theory, 70% practice through group discussions, presentations, case studies, role-playing, games, etc.



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