

# COACHING, COUNSELLING AND CONFLICT MANAGEMENT

Managers and leaders are the glue that holds teams together. The ability to unite and bring out the best in people has been a proven indicator of success. Empowering others is not an innate talent. It must be honed, trained and mastered. Navigating difficult moments, becoming a friend and mentor, and being that shoulder for others to lean on help create a positive and fertile environment for everyone's success.

This programme is designed to build on the experience of team leaders and managers. It will augment their knowledge with tools and ideas to become better coaches, mentors and ultimately better leaders. They will learn how to design personalised and individualised coaching plans and practise how to provide coaching.

Participants will learn how to discern the various gaps and varying competencies of their colleagues by learning to see issues from their employees' perspectives. They will pick up tips on how to convey feedback constructively as a mentor and the subtle art of inspiring their team.

The programme will also cover conflict resolution styles and methods of de-escalating tense moments. Coaching, counselling and resolving conflicts are not easy. However, managers and leaders are expected to be responsible for the growth of others. With these lessons, you can create the conditions for their success.



## LEARNING OUTCOMES

- Learn and practise to be a better Coach through skills and tools.
- Explore how to navigate the dynamics of your team.
- Understand how to assess gaps and competencies of team members.
- Learn how to T.E.L.L an employee something and deliver constructive feedback.
- Explore conflict resolution styles and methods.
- Learn how to counsel difficult employees and motivate them towards a desired outcome.



### PROGRAMME HIGHLIGHTS

- The Game of Life
- Assessing the Needs
- C or NYC?
- 3 Ss of Coaching
- The Tough Ones
- Time to Get Tough
- What Is Conflict?
- Conflict Resolution Styles



### TARGET AUDIENCE

- Supervisors
- Managers
- Leaders



### METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



### DURATION

2 Days

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