

Modules:-

Module 1: Coaching and Counselling function of Supervisors

Module 2: Handling Difficult Coaching & Counselling Situations

Module 3: Human Behavior, Motivation and Performance

Module 4: Coaching Process

Module 5: Introduction to Counselling

Module 6: Basic Counselling Skills

Module 7: Basic Counselling Skills

Module 8: Follow up Program

COACHING & COUNSELLING SKILLS IN HANDLING DIFFICULT PEOPLE

COMFORI SDN BHD

Objectives

- understand the nature of difficult people
- understand the motivation of difficult people
- understand the basic counselling skills and knowledge of handling difficult people
- understand the discipline without punishment concept
- apply various methods in managing difficult people
- know how to implement disciplinary procedures, especially the implementation of Domestic Inquiry at workplace
- have basic knowledge of supervisor's rights as governed by Malaysian Labour Laws

It is supervisor's responsibility to know what people are doing, how they are feeling about their jobs, why they are behaving in certain ways, what they expect from you and how you can help them get better result. During regular performance review, supervisor may need to coach their subordinate or conduct counseling sessions which require special skills.