

1.	<b>Course Name</b>	Mentoring and Coaching
2.	<b>Course Duration</b>	3 Days
3.	<b>Course Code</b>	MC/HPWC
4.	<b>Course Type</b>	Training – Public Course, In House
5.	<b>Prerequisite</b>	At least 6 months of working experience
6.	<b>Teaching Method</b>	Chalk and board, facilitation, case study discussion
7.	<b>Evaluation Scheme and Percentage</b>	na
8.	<b>Lecturer</b>	Jasmiza Yantee Jamalluddin Norsaiyedi Adam
9.	<b>Course Objectives</b>	<ol style="list-style-type: none"> <li>1. To enable executives and leaders to coach team and subordinates to perform better in projects and daily tasks.</li> <li>2. To enable executives to play the right role in mentoring especially in career progression and roadmap.</li> </ol>
10.	<b>Course Learning Outcomes</b>	<p>Participants will be able to :</p> <ol style="list-style-type: none"> <li>1. Understand the basic processes behind coaching and mentoring.</li> <li>2. Able to introduce coaching and mentoring to the organization as one of critical elements in Performance Management System by identifying the right benefits and opportunity.</li> <li>3. Understand the nature of relationships that must be managed in any coaching and mentoring.</li> <li>4. Facilitate knowledge management, capability building and ensure business continuity in organization.</li> </ol>
11.	<b>Course Outline</b>	
	<b>Topic</b>	<b>Sub Topic</b>
	<p><b>Day 1</b></p> <p>1.0 Principles of Coaching &amp; Mentoring</p>	<ol style="list-style-type: none"> <li>1.1 What is coaching</li> <li>1.2 What is mentoring</li> <li>1.3 Strategic alignment with company mission and vision</li> <li>1.4 Identify coaching and mentoring opportunity</li> </ol> <p>*videos, case studies and demonstration are be included.</p>

	<p><b>Day 2</b></p> <p>2.0 Coaching</p> <p>3.0 Mentoring</p> <p><b>Day 3</b></p> <p>4.0 Career Planning</p>	<p>2.1 The Coaching Model 2.2 The Coaching Process 2.3 The Coach Characteristics and Ethics *Practical</p> <p>3.1 Mentoring Models 3.2 Mentoring Process 3.3 Mentor Characteristics and Ethics *Practical</p> <p>4.1 Personal Development Plan 4.2 Assessing Talents and Motivation Factors *Practical</p>
12.	<b>Main Reference</b>	<p>Be Your Own Mentor – Anne Bruce Coaching and Mentoring at Work – Dr. Shaker Mustafa Mentor and Coaching for Leadership - FDTSB Fundamentals of Performance Technology – A guide to improving People, Process &amp; Performance. Darlene M Van Tien, James Moseley, Joan Conway</p> <p>Handbook of Human Performance Technology – Principles, Practices, Potential James A Pershing International Society for Performance Improvement</p>
13.	<b>Additional Reference</b>	<p>The ROI of Human Capital – measuring the economic value of Employee Performance Jack Fitz-enz , American Management Association</p> <p>Taylor, S. (2000). Communication for Business, A Practical Approach 3rd Edition. Longman. USA Mobley, R.K. (1999).</p>