

1-TO-1 COMMUNICATION & COACHING WITH DIRECT REPORTS

“Building Trust, Accountability, and Performance through Effective Manager-Employee Dialogue”

Schedule

Date	Venue	Fees
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

Introduction

Effective one-on-one communication between managers and their direct reports is essential for creating a culture of trust, engagement, and high performance. Yet, many managers struggle to have meaningful conversations that go beyond task updates to coaching, development, and motivation.

This two-day interactive training empowers leaders to hold purposeful 1-to-1s that improve employee accountability, clarity, and morale. Participants will explore structured conversation models, active listening techniques, coaching principles, and feedback delivery methods to support the growth and performance of their team members.

Objectives

By the end of this course, participants will be able to:

- Conduct effective and consistent one-on-one meetings with direct reports
- Apply active listening, empathy, and open-ended questioning in daily leadership communication
- Use coaching models to guide employee development and performance improvement
- Deliver constructive feedback and manage difficult conversations professionally
- Foster a culture of openness, accountability, and continuous improvement

Why Attend

- Learn a structured approach to managing effective 1-to-1 dialogues
- Strengthen your leadership presence and communication style
- Gain coaching skills that empower, rather than micromanage, your team
- Enhance trust and transparency within manager-report relationships
- Reduce miscommunication, disengagement, and turnover through better dialogue

Target Audience

This program is designed for:

- Team leaders, supervisors, and middle managers
- Department heads responsible for direct reports
- HR business partners and leadership development facilitators
- Anyone seeking to improve communication and coaching skills with team members

Individual Benefits

Key competencies that will be developed include:

- Improved interpersonal communication and coaching presence
- Mastery of coaching models such as GROW and CLEAR
- Confidence in giving feedback and navigating sensitive topics
- Better understanding of employee motivators and development needs
- Increased self-awareness and emotional intelligence in leadership

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger team engagement, retention, and performance
- More effective people managers with clear communication routines
- Improved employee development planning and follow-through
- Greater alignment between individual roles and organizational goals
- Consistent feedback culture that supports performance management

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Core concepts of coaching, communication styles, and conversation frameworks
- Case Studies - Common 1-to-1 management challenges and solutions
- Workshops - Role-playing exercises in feedback, coaching, and conflict handling
- Peer Exchange - Group discussions on real coaching situations and leadership dilemmas
- Tools - Coaching conversation templates, 1-to-1 agendas, and feedback models

Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Effective 1-to-1 Conversations

- Module 1: The Role of 1-to-1s in People Management (07:30 – 09:30) • The business case for regular manager-direct report communication • Trust, engagement, and psychological safety • Shifting from check-ins to coaching conversations
- Module 2: Active Listening & Empathic Communication (09:45 – 11:15) • Barriers to effective listening • Non-verbal cues and emotional intelligence • Practicing open-ended questions and empathy
- Module 3: Coaching Frameworks for Development (11:30 – 01:00) • The GROW and CLEAR coaching models • Balancing task direction with developmental support • Structuring a coaching session
- Module 4: Workshop – Coaching Conversations Simulation (02:00 – 03:30) • Role-play of a developmental coaching 1-to-1 • Peer feedback and group reflection

Day 2: Feedback, Difficult Topics, and Action Planning

- Module 1: Delivering Constructive Feedback (07:30 – 09:30) • Types of feedback: motivational vs. corrective • Feedback models: SBI, BOOST, and the feedback sandwich • Timing, tone, and documentation
- Module 2: Navigating Difficult Conversations (09:45 – 11:15) • Addressing performance, attitude, or behavior issues • Managing defensiveness and emotional reactions • Rebuilding trust after conflict
- Module 3: One-on-One Meeting Structure and Follow-Through (11:30 – 01:00) • 1-to-1 agenda templates and conversation guides • Frequency, preparation, and follow-up • Accountability and goal tracking
- Module 4: Final Workshop – 90-Day Communication Plan (02:00 – 03:30) • Participants develop a 1-to-1 coaching and feedback plan for their teams • Peer coaching and feedback exchange • Wrap-up and course evaluation

Certification

Participants will receive a Certificate of Completion in 1-to-1 Communication & Coaching with Direct Reports, recognizing their capability to lead meaningful conversations that build performance, trust, and professional growth within their teams.

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