

PERFORMANCE COACHING, COUNSELLING & MENTORING

"Empowering Leaders to Drive Growth, Resolve Challenges, and Build Capability Through Targeted Conversations"

Schedule

Date	Venue	Fees (Face-to-Face)
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1,995 per delegate
01 - 02 Jul 2026	Dubai, UAE	USD 1,995 per delegate
21 - 22 Jul 2026	Muscat, Oman	USD 1,995 per delegate
02 - 03 Dec 2026	Dubai, UAE	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

High-performing organizations recognize that growth and accountability are achieved through continuous, high-quality dialogue between leaders and team members. Coaching, counselling, and mentoring are essential leadership tools to support performance, overcome obstacles, and develop future talent.

This two-day practical training course equips managers with the knowledge and tools to engage in meaningful coaching, conduct effective counselling conversations, and provide mentoring support. Participants will learn when and how to use each method to drive results and foster trust, development, and performance alignment.

Objectives

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

- Differentiate between coaching, counselling, and mentoring in the workplace
- Apply coaching models to improve performance and motivation
- Address behavioral or performance issues through structured counselling conversations
- Establish effective mentoring relationships for long-term development
- Build a supportive environment that encourages open dialogue and accountability

Why Attend

- Learn how to hold purposeful conversations that drive real change
- Improve your ability to support, challenge, and develop your team
- Gain confidence in handling difficult performance or personal issues
- Build a foundation for mentoring emerging leaders within your organization
- Create a positive feedback culture and strengthen leadership impact

Target Audience

This program is designed for:

- Managers, supervisors, and team leaders
- HR professionals and business partners
- Mentors and internal coaches
- Learning and development facilitators
- Anyone responsible for improving individual and team performance

Individual Benefits

Key competencies that will be developed include:

- Coaching skills for performance and potential development
- Counselling techniques for navigating sensitive or corrective discussions
- Mentoring principles and relationship-building
- Listening, questioning, and emotional intelligence
- Structured frameworks for dialogue and action planning

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team morale, capability, and accountability
- Fewer unresolved conflicts and performance management issues
- Stronger leadership bench through internal mentoring and development
- A culture of continuous feedback and support
- Increased engagement and retention of top talent

Instructional Methodology

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

- Strategy Briefings - Models and best practices for coaching, counselling, and mentoring
- Case Studies - Real workplace challenges and how effective conversations resolved them
- Workshops - Interactive role-plays, coaching labs, and mentoring simulations
- Peer Exchange - Discussion of real-life dilemmas and leadership lessons
- Tools - Coaching conversation templates, counselling scripts, mentoring plans

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: Building Coaching and Counselling Competency

- Module 1: Understanding the Three Conversations (07:30 – 09:30) • Key differences and similarities between coaching, counselling, and mentoring • When to coach, when to counsel, when to mentor • The leader's role in performance dialogue
- Module 2: Coaching for Performance and Growth (09:45 – 11:15) • The GROW model and other coaching frameworks • Asking powerful questions and active listening • Coaching techniques to boost accountability
- Module 3: Workplace Counselling Skills (11:30 – 01:00) • Addressing personal or behavioral concerns • Counselling vs. discipline: where to draw the line • Setting boundaries and confidentiality in counselling
- Module 4: Workshop – Coaching and Counselling Simulations (02:00 – 03:30) • Practice different approaches in realistic scenarios • Peer feedback and improvement planning

Day 2: Mentoring for Development and Retention

- Module 1: Effective Workplace Mentoring (07:30 – 09:30) • Roles and responsibilities of mentors and mentees • Structuring mentoring relationships for impact • Matching mentors and setting goals
- Module 2: Developing Future Talent Through Mentorship (09:45 – 11:15) • Identifying high-potential employees • Guiding career conversations • Mentorship as a leadership legacy
- Module 3: Creating a Coaching and Mentoring Culture (11:30 – 01:00) • Embedding dialogue and development into daily leadership • Creating safe spaces for growth and honest feedback • Supporting managers to become internal coaches
- Module 4: Final Workshop – 90-Day Action Plan (02:00 – 03:30) • Participants develop a personalized plan to implement coaching, counselling, and mentoring practices • Course wrap-up, presentations, and feedback

Certification

Participants will receive a Certificate of Completion in Performance Coaching, Counselling & Mentoring, confirming their ability to guide, support, and develop team members through structured and effective leadership conversations.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.