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Coaching and quality evaluation/feedback

Description

This course provides an introduction to coaching and discuss visual management that triggers coaching and how coaching should happen. It involves a coaching model and the problem-solving principles that ensures remedial action happens from all the coaching sessions.

Duration

3 days

Course content

During the workshop delegates are introduced to the following aspects:

- ◆ Review on quality circles
- ◆ Effective visual management
- ◆ The team management framework
- ◆ Coaching and feedback techniques
- ◆ A coaching practical call centre example
- ◆ Coaching model
- ◆ Simulation
- ◆ PDCA coaching cycles from the coaching model
- ◆ Meeting effectiveness
- ◆ Coaching skills

Benefits from attending this course

Learners will be able to:

- ◆ Understand the basics from Visual Management
- ◆ Understand effective coaching techniques
- ◆ Appreciate a preferred coaching model
- ◆ Understand the basics of root cause and preventative problem solving
- ◆ Being able to run effective meetings and morning meetings as the outcomes of coaching
- ◆ Comfortable to apply key coaching skills