

Coaching and Influencing Techniques for HR Managers

Mastering the Most Practical Coaching and Influencing Techniques

13 – 14 June 2019, Singapore

Course Introduction

Does your role require you to influence with credibility up and down the organisation and beyond, getting co-operation from others, including people who do not report to you?

This course is about the art and science of enhancing your influence and gravitas at all organisational levels. It is about practical strategies to collaborate with key stakeholders and help yourself and others to solve problems and achieve business goals more effectively and create more value.

You'll learn how to develop deeper trust and rapport, ask insightful questions, facilitate great coaching conversations that help people move forward towards their business objectives and develop themselves professionally.

You'll learn to help people improve through empowering feedback techniques that leave people feeling respected, motivated and equipped. You'll gain essential keys for driving positive behaviour change in others.

Finally, you'll gain strategies for navigating challenging relationships and learning to play to your own and other people's strengths. In short, you'll learn to enhance your reputation as a credible HR leader who brings out the best in others across the organisation and beyond.

A Highly Practical Course

- ✓ The course is highly applied in nature and includes many opportunities to practise the skills and apply principles and techniques to your own situation. The learning is also supported through dozens of anecdotes and examples from people in organisations, spanning a range of industries and sectors, applying the concepts covered.

Learning Objectives

After attending and participating in this course, you will be better able to:

- Engage with credibility when interacting with key stakeholders and establish deeper levels of trust
- Develop more valuable solutions with others through more skilled questioning and listening
- Facilitate richer feedback conversations to help people raise performance, solve problems and manage projects more effectively
- Use body language to come across with greater gravitas
- Introduce yourself with immediate credibility
- Navigate challenging relationships and interactions
- Drive positive behaviour change in others and foster greater levels of engagement
- Provide high quality coaching support in formal and informal situations
- Use and promote the GROW model to help managers, employees and teams to solve problems and achieve goals more effectively, with greater buy-in
- Help employees to gain deep learning from critical work experiences
- Use an empowering, facilitative, coaching style with colleagues
- Help developing leaders to become more effective by creating sustained behaviour change

BENEFITS to YOU and YOUR ORGANISATION

- Solve problems and achieve goals faster and better
- Win support for initiatives that you are responsible for
- Build trust and rapport with key stakeholders
- Use highly developed soft skills to coach others to improve, solve problems and achieve business goals
- Help others gain the maximum learning and insights from projects and events
- Improve working relationships and play to your strengths and those of your team
- Establish immediate credibility
- Drive positive behaviour amongst staff and managers in your organisation

MEET YOUR INSTRUCTOR

Andrew Larkin

Principal Consultant | The Leadership Learning Team

Associate Tutor/Trainer/Designer | CIPD

Former Associate Tutor/Lecturer/Consultant with University of Leicester



Andrew is a trainer, facilitator, coach and consultant with a focus on learning and talent development, leadership and engagement, and management development. He has vast experience of working with highly successful and influential organisations across the globe.

With a passion for helping people and organisations to learn, develop and achieve their strategic goals, Andrew has worked closely with senior management, HR and L&D teams in many large and medium sized organisations in the private, public, and third sectors.

His experience includes sectors such as Oil & Gas, Pharma and Healthcare, Financial Services, Manufacturing, Mining and Minerals, Legal, Energy, Telecommunications, Social Care, Defence and Education.

Delivery Style

Through lively discussion, exploring crucial questions together, sharing fascinating experiences between participants and developing your own action plan, the course strikes a perfect balance between:

- engaging action and activity,
- state-of-the-art insights and research,
- time for reflection and discussion, and...
- a “how-to-do-it” pragmatic approach.

Who Should Attend?

- HR professionals, HR managers and senior HR leaders
- Learning and development managers and professionals
- Trainers and consultants

Recommendations – About Our Instructor

For more information, please kindly visit the Instructor's LinkedIn profile at

<https://www.linkedin.com/in/andrew-larkin-02237223/>

Course Outline | Day 1

0900 Welcome, introductions, aims and objectives

Influencing in the context of HR

- Your own context for influencing as an HR professional
- Circle of influence

Managing key stakeholder relationships

1045 BREAK

1100 Building trust – insights from neuroscience

Listening as a powerful tool for “win-win” influencing
Questioning skills for effective influencing

1230 LUNCH

1315 What is coaching?

- Defining coaching and mentoring
- Benefits of a coaching approach
- How can coaching promote motivation through autonomy, mastery and purpose?
- Coaching – situations and skills

1445 BREAK

1500 GROW model (problem solving and goal achievement)

- Clarifying the goal, analysing the current reality, exploring options and deciding the way forward.
- GROW scenario
- Skills practise

1630 END

FREE Complimentary A Workbook

- ✓ A practical workbook is included as part of the course. This will enable you to apply the concepts to your organisational context, both during the course and even when you return to your workplace. This also serves as a helpful starting point for discussions with your team, allowing them benefit from the learning too.
- ✓ Additional resource: A Practical Tool to Help You Develop an Annual Strategic Learning Plan

Course Outline I Day 2

0900 Gibbs model (facilitating reflection and deep learning from experiences)

- How to help people to gain the maximum learning and development from challenging work experiences and situations

Coaching and mentoring style, and transactional analysis

- Directive versus facilitative styles
- Understanding transactional analysis and promoting the adult ego state in coaching and mentoring

1045 BREAK

1100 Powerful feedback principles

- Facilitating a feedback loop to raise performance, solve problems and manage projects
- Taking feedback beyond a one-way conversation
- Promoting awareness and responsibility
- Peer coaching and feedforward

1230 LUNCH

1315 Body language and gravitas

Introducing yourself with credibility

(Optional: Navigating challenging relationships – transactional analysis / core quadrant)

Influencing people's level of engagement

Influencing to change people's behaviour

1445 BREAK

1500 Leadership coaching for behaviour change

- A powerful executive coaching process

Q&A: Creating a strategy for developing a coaching and mentoring culture

- Defining the elements of a coaching and mentoring culture
- Identifying initiatives to promote a coaching and mentoring culture

Summarising learning / Action points

1630 END

Content Highlights

1. Influence in HR
2. Circle of influence
3. Stakeholder mapping
4. Managing key stakeholder relationships
5. Models for building trust
6. Insights from neuroscience for influencing more powerfully
7. Listening as a powerful tool for “win-win” influencing
8. Questioning skills for effective influencing
9. Coaching to drive deep engagement
10. The GROW model (for problem solving and goal achievement)
11. Collaboration tools and techniques
12. Gibbs model (facilitating reflection and deep learning from experiences)
13. Coaching and mentoring style, and transactional analysis
14. Powerful feedback principles
15. Facilitating a feedback loop to raise performance, solve problems and manage projects
16. Taking feedback beyond a one-way conversation
17. Promoting awareness and responsibility
18. Peer coaching and feedforward
19. Body language and gravitas
20. Introducing yourself with credibility
21. (Optional: Navigating challenging relationships – transactional analysis / core quadrant)
22. Influencing people’s level of engagement
23. Influencing to change people’s behaviour
24. Leadership coaching for behaviour change
25. Developing a coaching and mentoring culture

Pre-Course Questionnaire

- ✓ To ensure that you gain maximum benefit from this event, a detailed questionnaire will be sent to you to establish exactly what your course needs are. The completed forms will be analysed by the course facilitator. As a result, we ensure the course is delivered at an appropriate level and that relevant issues will be addressed.

Certificate of Attendance

- ✓ Upon completion of the course, you will receive a Certificate of Attendance bearing the signatures of the Course Organizer. This Certificate will testify to your professional development and assist in your advancement.

Would you like to run this course in-house? *(Save up to 20%)*

This course can be presented exclusively for your organisation on an in-house basis, tailored to meet your specific needs, at a place and time of your convenience. If you have a team of 10 or more interested in this course, let’s discuss how we can work together to meet your training needs. Please contact us and we will be pleased to assist.

Coaching and Influencing Techniques for HR Managers

Registration Form

TRAINING COURSE PACKAGE PRICING STRUCTURE

TRAINING COURSE	FEE	EARLY BIRD	Group Discount
Coaching and Influencing Techniques for HR Managers <input type="checkbox"/> 13 - 14 June 2019, Singapore	<input type="checkbox"/> SGD 2,395 + GST Additional 7% GST is applied to Singapore based company and individual only. + Any withholding & country specific taxes to be borne by participant's company.	<input type="checkbox"/> SGD 2,195 + GST Till 15 April 2019 Additional 7% GST is applied to Singapore based company and individual only. + Any withholding & country specific taxes to be borne by participant's company.	2 for 5% discount 3 for 10% discount 4 for 15% discount 5 or more for 20% discount

DELEGATE DETAILS: Mr Mrs Ms Dr Other Delegate 1: _____ Telephone: _____ Job Title: _____ Department: _____ Email: _____ Mr Mrs Ms Dr Other Delegate 2: _____ Telephone: _____ Email: _____ Job Title: _____ Department: _____	INVOICE DETAILS: Attention Invoice to: _____ Company: _____ Address: _____ _____ City & Country: _____ Postcode: _____ CONTACT FOR PAYMENT: Name: _____ Job Title: _____ Telephone: _____ Email: _____
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PAYMENT DETAILS - Please indicate your method of payment: 1. DIRECT TRANSFER Account Name: HRD Future Pte Ltd Account Number: 695-207639-001 Swift Code: OCBCSGSG Bank Address: Oversea-Chinese Banking Corporation Limited 65 Chulia Street, OCBC Centre, Singapore 049513 2. CHEQUE Please make all cheques payable to: HRD Future Pte. Ltd. 3. CREDIT CARD We will send you a payment link via email. Additional SGD0.5+ 4.4% credit card service charges applied.	TERMS & CONDITIONS OF BOOKING & PAYMENT TERMS Full payment is due within 7 days from date of invoice. Delegates will not be allowed entry to the course if any payments are outstanding unless provide a Letter of Undertaking. A confirmation letter and invoice will be sent to you on receipt of your booking. If you are unable to attend, a substitute delegate is always welcome. If you cancel your place more than one month before the event a 20% cancellation fee will be applicable. If you cancel your registration within one month of the event, or fail to attend the event then a 60% cancellation fee shall be applicable. Cancellation must be made in writing and will be acknowledged in writing. It may be necessary for reasons beyond the control of the organisers to alter the content, timings or venue. The company will not accept liability for any transport disruption or individual transport delays and in such circumstances the normal cancellation restrictions apply.
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**TO LEARN MORE OR REGISTER
NOW, PLEASE CONTACT:**

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