



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 16 November 2025 To 20 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's fast-paced professional world, effective coaching and mentoring skills are essential for driving personal development and organizational success. This 5-day course is designed to equip participants with practical skills and techniques to mentor and coach others effectively. By the end of the course, participants will be able to foster a supportive environment that encourages growth and enhances performance.

## Objectives

- Understand the fundamental principles and differences between coaching and mentoring.
- Develop essential interpersonal skills to enhance coaching and mentoring relationships.
- Learn effective questioning and listening techniques to facilitate growth.
- Implement strategies to overcome common coaching and mentoring challenges.
- Create a sustainable framework for ongoing professional support and development.

## Course Outlines

### Day 1: Introduction to Coaching and Mentoring

- Definition and distinction between coaching and mentoring.
- The role and importance of a coach and mentor in the workplace.
- Identifying personal objectives and goals for the course.
- Establishing ground rules and best practices for coaching relationships.
- Understanding the ethical considerations in coaching and mentoring.

### Day 2: Building Effective Communication Skills

- Developing active listening skills.
- Effective questioning techniques to encourage self-discovery.
- Understanding non-verbal communication cues.
- Providing constructive feedback and managing criticism.
- Building rapport and trust with mentees and coachees.

### Day 3: Coaching and Mentoring Models and Techniques

- Exploring various coaching models (e.g., GROW model).
- Introduction to mentoring frameworks and tools.
- Adapting coaching styles to different personalities and needs.
- Creating action plans and setting achievable goals.
- Role-playing scenarios to practice coaching techniques.

### Day 4: Overcoming Challenges in Coaching and Mentoring

- Identifying and addressing common barriers in coaching relationships.
- Managing difficult conversations and conflicts effectively.
- Handling resistance and motivation issues.
- Balancing multiple mentoring and coaching commitments.
- Assessing progress and adjusting coaching strategies.

## **Day 5: Sustaining Mentoring and Coaching Relationships**

- Developing long-term mentoring programs and initiatives.
- Utilizing technology and tools for virtual coaching and mentoring.
- Evaluating the effectiveness of coaching and mentoring efforts.
- Building a personal development plan for continued growth.
- Sharing experiences and lessons learned within the group.