



# Coaching & Mentoring

## For High Performance



March 16-17, 2026 @ 9AM



FMM Eastern



### OVERVIEW

The only constant is change. Change of assignments, projects, and deliverables of business KPIs and objectives are part of day-to-day work life. The way in which you as the manager supervise and coach your team under these conditions will significantly affect performance and job satisfaction.

**Coaching & Mentoring** for High Performance is 2 days workshop specifically designed to provide you the tools to bring out the best in your team and/or subordinates. You will learn all the principles of coaching & mentoring, the benefits and when they are to be used, how to build rapport, listen and ask questions, give and receive feedback. You will also be introduced to various coaching models to empower you to sustain high-performance in your team

### OBJECTIVES

- Develop coaching and mentoring skills
- Learn coaching process models
- Conduct effective team and 1-on-1 coaching
- Set clarity and direction
- Be an effective leader and coach



### METHOD

- Full immersion, experiential learning
- Presentation, group discussion, case studies
- practical examples, real-life experiences
- Activities, exercises & role-play
- NLP techniques
- Coaching techniques
- Follow up support

### AUDIENCE

- Managers (all levels)
- Leaders in organizations
- Anyone who leads team or works in team
- Anyone who wants to be a better leader or coach

### FEES

Member: RM972.00

Non-Member:

RM1,080.00

(inclusive of SST 8%)

**CLOSING DATE:**

**MAR 5, 2025**



CONTACT US

09-560 6554/5224

[fmmeastern@fmm.org.my](mailto:fmmeastern@fmm.org.my)





# Coaching & Mentoring

For High Performance

## COURSE OUTLINE - DAY 1

- 8.45AM Registration of Participants  
9.00AM Module 1: Understanding Coaching & Mentoring
- Key differences and similarities
  - When to coach and when to mentor
  - Benefits for leaders and team
- 10.30AM Morning Tea Break  
10.45AM Module 2: Leader As A Coach
- Coaching mindset
  - Introduction to coaching models
  - Developing coaching skills
- 1.00PM Lunch Break  
2.00PM Module 3: Mentoring Process
- Types of mentoring
  - Stages of a mentoring relationship
- 3.30PM Evening Tea Break  
3.45PM Continue Module 3  
5.00PM End of Programme Day 1



## COURSE OUTLINE - DAY 2

- 8.45AM Registration of Participants  
9.00AM Module 4: Psychological Safety in Monitoring
- Creating safe space for mentees
  - Empathy, trust and rapport building
- 10.30AM Morning Tea Break  
10.45AM Module 5: C.O.A.C.H Framework
- Why C.O.A.C.H ?
  - SMART framework
  - Active Listening
- 1.00PM Lunch Break  
2.00PM Continue Module 5: C.O.A.C.H Framework
- Ask powerful questions
  - Art of giving and receiving feedback
  - Performance barrier analysis
  - SARAH & MORE principles
- 3.30PM Evening Tea Break  
3.45PM Module 6: NLP Coaching
- Similarities & differences vs traditional coaching
  - NLP methodology
  - Success framework
- 5.00PM End of Programme Day 2





## COACHING & MENTORING FOR HIGH PERFORMANCE

March 16-17 2026 | 9AM-5PM | FMM Eastern Branch

### ...ADMINISTRATIVE DETAILS...

#### HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W\_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

#### DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

#### REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

#### ENQUIRIES & REGISTRATION

Ms Wanhui/ Ms Elly

Email : [fmmeastern@fmm.org.my](mailto:fmmeastern@fmm.org.my)

Tel: 09-560 6554/ 5244

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 972.00/pax**  
*(inclusive of 8% Service Tax)*
- ☐ **Non Member: RM 1,080.00/pax**  
*(inclusive of 8% Service Tax)*

**Fees include course materials and Certificate of Attendance**

#### CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

#### PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

### REGISTRATION FORM

Closing Date

**Mar 5, 2026**

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

#### Submitted by:

Name : \_\_\_\_\_ Designation: \_\_\_\_\_

Company : \_\_\_\_\_ FMM Membership No. : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

TIN No. : \_\_\_\_\_ SST No: \_\_\_\_\_

Company Stamp