



# Situational Coaching®

One-Day Workshop | Singapore | April 17, 2020

## Unleashing Performance

In today's fast-paced global marketplace, managers must not only lead, but actively coach employees. Effective coaching promotes alignment, performance excellence and individual resilience, allowing organizations to excel within an environment of continuous change and gain a competitive edge.

*Situational Coaching®* is a practice-rich program designed to enable managers to consistently apply effective Situational Leadership® behaviors during performance-related coaching discussions. This workshop provides managers with the tools to unlock and maximize the engagement and performance of their teams, building their individual and collective capacity for higher levels of current and future performance.

In addition to multiple opportunities for learners to interpret and discuss complex behaviors via video case study analysis, there is an equal number of activities dedicated to practicing the application of Situational Leadership® in coaching situations. During these practice sessions, participants receive structured feedback on the tone, articulation of behaviorally specific observations and communication of tangible next steps to drive performance.

## Objectives

Upon completion of this workshop, participants should be able to:

- Identify a specific task on which to focus based on direct observations and indirect behavioral indicators.
- Assess coachee current Performance Readiness for a specific task.
- Demonstrate Situational Coaching® behaviors that are aligned to the needs of the coachee based on their task-specific Performance Readiness®.
- Use the OFTEN Discussion Framework to conduct effective in-the-moment and planned coaching conversations on a continual basis.
- Implement a Situational Leadership® application plan to manage ongoing coachee performance needs.

## Target Audience

- All leaders
- Individual contributors placed in leadership position

## Participant Materials

Each participant will receive:

- Participant Workbook
- Situational Coaching® Process Handout
- OFTEN Discussion Framework Handout
- OFTEN Coaching Plan Handout
- Feedback Guide Handout
- Situational Coaching® Application Planner
- Certificate Of Accomplishment



## Outline

- Program Introduction
  - Introductions
  - Situational Leadership® Refresher
  - Workshop Overview
  - Introduction To Situational Coaching®
  - Trust Is Vital
  - Activity: Building Trust
- Coaching With Situational Leadership®
  - Case Study Introduction
  - Model Alignment
- Identify Specific Task
  - Identify Specific Task
  - Questions To Ask
- Assess Current Performance Readiness®
  - Assess Current Performance Readiness®
  - Diagnostic Questions
  - Activity: Paying Attention To Cues
  - Case Study Part 1
  - Situational Coaching® Application Planner: Step 1 And Step 2
- Applying Coaching Techniques
  - Leadership Styles
  - Engage With The OFTEN Discussion Framework
  - Case Study Part 2
  - Activity: OFTEN Behaviors
  - Activity: OFTEN Role-Play
  - OFTEN Example
  - Situational Coaching® Application Planner: Step 3
- Manage The Movement
  - Manage The Movement
  - Aligned Coaching Behaviors
  - Case Study Part 3
  - Situational Coaching® Application Planner: Step 4
- Discover And Match Challenge
- Peer Coaching
- The Way Forward
  - Next Steps



CENTER FOR LEADERSHIP STUDIES (ASIA) PTE LTD

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## Administrative Details

- Date: April 17, 2020
- Time: 9.00 am – 5.30 pm
- Early Bird Fee: S\$840/participant  
Register and pay before March 20, 2020
- Regular Fee: S\$935/participant
- Venue: Orchard Hotel Singapore  
442 Orchard Road  
Singapore 238879
- Closing Date: April 3, 2020
- Registration and Payment:  
Registration may be made by fax, mail, email or online. Payment must be received to confirm the registration. Check should be crossed and made payable to Center for Leadership Studies (Asia) Pte Ltd.
- Refund of Fees:  
Full refund of course fee will be given if written notice of withdrawal is received not less than three weeks before commencement of the workshop. If no such written notice is received, the invoice for the full course fee will remain payable. A replacement participant is allowed.
- Cancellation/Postponement:  
Center for Leadership Studies (Asia) Pte Ltd reserves the right to cancel or postpone the workshop due to any unforeseen circumstances.

## In-Company Workshop

Contact us for more information



### Leadership.Relationship.Performance

We provide training, coaching and consulting in social intelligence and leadership development. Since 1985 we have been helping clients to leverage human performance and enhance overall organizational performance. We have worked with more than 500 clients in 26 countries in Asia-Pacific, Europe and North America. From our offices in Singapore and Hong Kong we work with our clients and support global client implementations worldwide.

Through our proven leadership building and social intelligence solutions, a leader is never taken by surprise and will always have in hand the way to the success. We build leaders that accommodate and thrive through all adversity. No matter where you are, in whatever country or culture, our process is completely adaptable and applicable to you and your organization.

## Workshop Leader



TAN JOO SEET offers training, coaching and consulting in social intelligence and leadership development – helping clients to leverage human performance and enhance overall

organizational performance. He brings with him four decades of business, management and consulting experience; and has worked in 26 countries in Asia-Pacific, Europe and North America.

During his 30 years in training and consulting he has worked with more than 400 clients. He is a frequent speaker at professional and business conferences, and writes regularly. Over 30 of his articles have been published. He was featured in the television program *Money Matters*, and co-hosted the radio series *Working Matters*.

After completing his tertiary education in engineering, Joo Seet did the Master of Management, the Graduate Diploma in Personnel Management, and the Advanced Diploma in International Marketing. He is a Certified Business Planning Consultant and a Chartered Marketer.

Joo Seet is the Managing Director of Center for Leadership Studies (Asia) with offices in Singapore and Hong Kong. He is also the founder and Director of Human Edge Organization, and Performance Learning. He has also served as Managing Director (Asia) of Zenger-Miller from 1985 to 1996. Since 1987, he has been working with Dr Paul Hersey and the Center for Leadership Studies.

In addition to his training, coaching and consulting experience, he has held regional management positions in human resources, sales and marketing, business development and general management in telecommunication, aviation, manufacturing, medical systems and IT. He has worked with the government, government-linked companies and multinational organizations.

He participated in the United Nations Development Program/International Telecommunication Union projects on the setting up of the telecommunication training center, and instructional technology and course development. He also developed and coordinated regional training for the United Nations Development Program/International Civil Aviation Organization.

## Registration

- Online:  
[www.cls-asia.net/sc-2020-04-17-sg.html](http://www.cls-asia.net/sc-2020-04-17-sg.html)
- Email:  
[asksg@cls-asia.com](mailto:asksg@cls-asia.com)
- Mail:  
CENTER FOR LEADERSHIP STUDIES (ASIA) PTE LTD  
250 North Bridge Road #14-01  
Raffles City Tower  
Singapore 179101
- Fax: (65) 6286-5733

## Participant

- Mr/Mrs/Ms/Mdm/Dr
- Name
- Job Title
- Mobile
- Email
- Company
- Address
- Tel
- Fax
- Enclosed is the check #  
for S\$ made payable to  
Center for Leadership Studies  
(Asia) Pte Ltd

## Contact Person If Different From Participant

- Mr/Mrs/Ms/Mdm/Dr
- Name
- Job Title
- Mobile
- Email