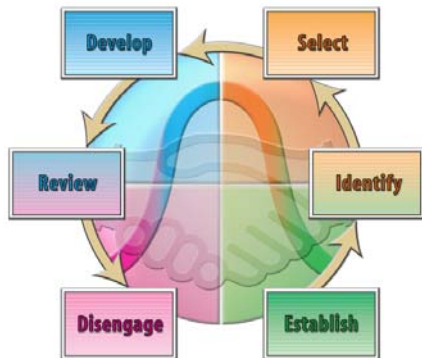


# SITUATIONAL COACHING™



## A Proven Process For Creating Capacity In Others

ONE-DAY WORKSHOP  
OCTOBER 11, 2010  
SINGAPORE

Receiving input on  
important, self-selected  
behaviors – as perceived by  
important, self-selected  
raters!



**"Creating capacity  
in others is not  
about skills,  
intelligence or  
personality – it is  
about positive  
behavioral change  
by the coachee."**

Tan Joo Seet, Area Partner  
Center for Leadership Studies (Asia)

### OVERVIEW

This one-day program is designed for small to mid-sized groups. It is divided into four powerful modules, the last devoted entirely to your own personal coaching planner.

There are a variety of ways to implement the process, depending on your unique needs.

### PROGRAM DESCRIPTION

Manager...Leader...Coach...most of you fill a variety of roles, such as these, every day. Achieving organizational objectives, influencing the behavior of others, creating capacity in others...all these roles and responsibilities are important – all of them are challenging!

Through *Situational Coaching™* we offer you a proven, professional process for creating capacity in others.

Based on some of the powerful concepts of top executive coach Dr Marshall Goldsmith, *Situational Coaching™* gives you a method to *help already successful people get even better.*

The design of this program is to teach you how to coach others. In order to fully understand the process we are going to have you experience it firsthand – *you are going to coach and be coached by someone during the workshop.* You will identify a competency, or area that you would like to improve and take on the role of the coachee.

### KEY CONCEPTS



**Managing – Goal Achievement  
Leading – Process of Influence  
Coaching – Performance Development**

**Performance  
Coaching  
("DO")**

**Life  
Coaching  
("BE")**

### ONE-DAY OUTLINE

- **The Coaching Relationship**
  - Investment And Implications
  - What Is Coaching? What Is Capacity?
  - Uses Of Coaching
  - What Behavioral Coaching Is Not
  - How Do You Coach Successful People Versus "The Problem Child"?
  - Manager...Leader...Coach
- **The Participants/The Process**
  - Chemistry 101/Aligning Expectations
  - Traits Of An Effective Coach/Toxic Coach
  - Coachee "Healthy" Traits/Toxic Coachee
  - Classic Miscues
- **The Competency Coaching Cycle**
  - Before You Begin/Getting Started
  - Where It Happens – The Situational Connection
  - How It Happens – Coaching Interaction Skills
- **The Human Interface**
  - Structured Skills Development: Establish/Identify/Select
  - Feedforward: Ask, Listen, Think, Thank
  - Structured Skill Development: Develop/Review/Disengage
- **Applications And Connections**
  - Your Coaching Planner

### SPECIAL NOTE

While connected to the Situational Leadership® Model, *Situational Coaching™* can stand on its own merit. Although formal training or awareness of the Situational Leadership® Model is recommended, it is not a prerequisite to *Situational Coaching™*.

### PARTICIPANT MATERIALS



Each participant will receive

- Participant Workbook
- Situational Coaching™ Color Model 8.5" x 11" Card
- Certificate of Accomplishment

CELEBRATING  
1985 **25** 2010  
YEARS IN ASIA

CENTER FOR LEADERSHIP STUDIES  
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# SITUATIONAL COACHING™



## A Proven Process For Creating Capacity In Others



**WORKSHOP LEADER: TAN JOO SEET**

Tan Joo Seet offers training and consulting in leadership, relationship, coaching and selling – helping clients to leverage human performance and enhance overall organizational performance. He brings with him over 30 years of business, management and consulting experience; and has worked in 26 countries in Asia-Pacific, Europe and North America.

During his 20 over 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 Founder and Area Partner & Managing Director (Asia) of the Center for Leadership Studies with offices in Singapore, Malaysia and Hong Kong. He is also the Founder and Director of Human Edge Consulting Group and Performance Learning. Since 1987, he has been working with Dr Paul Hersey and the Center for Leadership Studies.

In addition to his training and consulting experience, he has held regional management positions in human resources, sales and marketing, business development and general management.

### ADMINISTRATIVE DETAILS

**Date** : October 11, 2010  
**Time** : 9.00 am – 5.00 pm  
**Fee** : S\$660 per participant  
**Early Bird** : Register and pay three weeks before the workshop  
 – S\$600 per participant  
 – S\$540 per participant for three or more participants  
**Venue** : Orchard Hotel  
 442 Orchard Road  
 Singapore 238879

**Closing Date:** Two weeks before workshop  
**Registration and Payment:** Registrations may be made by email, online or fax. All cheques 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 full course fee will remain payable.

**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 information.



**CENTER FOR LEADERSHIP STUDIES**

The Center was established in the mid 1960's by Dr Paul Hersey. Dr Hersey's pivotal research around influence and behavior led to the development of the Situational Leadership® Model. Over the last four decades, this model has become the basis of the most prevalent leadership system in the world.

Thousands of top organizations use Situational Leadership® training programs to enhance performance and develop positive work environments. Well over 14 million people around the world have experienced Situational Leadership® training with the Center. The skills they learn help them grow more successful as managers, supervisors, coaches, team leaders and individual contributors.

These same concepts are also effectively applied to selling, customer service, parenting, and wherever influence skills make a difference. The Center offers a variety of products and services that range from self and peer assessments and 360° feedback to training programs.

In Asia, we partner with the TRACOM Group to offer Social Style<sup>SM</sup> training. For nearly 50 years they have been helping organizations improve their business performance by providing interpersonal and leadership tools. TRACOM's Social Style Model™ is recognized as an effective way to build interpersonal skills. It is the most rigorously tested and practical approach for identifying and building interpersonal skills in business settings.

## REGISTRATION

Mr/Mrs/Ms/Mdm/Dr

Job Title

Company

Address

Tel

Fax

Email

Enclosed is the cheque #

for S\$ made payable to

Center for Leadership Studies (Asia)

Pte Ltd

Contact person if different from participant:

Mr/Mrs/Ms/Mdm/Dr

Job Title

Tel

Fax

Email

**CENTER FOR LEADERSHIP STUDIES (ASIA) PTE LTD**

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