



BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA

Rating: 1: Very Low 2: Moderate 3: Average 4: Good 5. Very Good

Training Date: November 14-15, 2023

Venue: Lanai Kijang, KL

My name is:	My Knowledge Before Program	My Knowledge After Program	Learning objectives met	Facilitator's delivery effective	Facilitator's content relevant	Able to apply to my work	Likeliness to recommend others	Overall program rating	What went well	Future sessions Improvements
Mohamad Arif Bin Zahlan	2	4	Agree	Agree	Agree	4	8	4	The topic is relevant for managers and can be applied in our everyday work. Participants were able to participate in the training by taking part in the activities which gave us useful tips that can be used when coaching our staff. The duration of the training is just nice.	No comment.
Intan Diyana binti Tajudin	2	5	Strongly Agree	Strongly Agree	Strongly Agree	4	9	5	The practice coaching	nil

Norlilah binti Mohamed Shariff	1	4	Strongly Agree	Strongly Agree	Strongly Agree	5	10	5	Clear articulation of learning content and role plays.	None.
Wan Ahmad Wan Hasan	2	4	Agree	Agree	Agree	4	9	5	Logistic arrangement is perfect. The speaker also proactive and engaging.	Preferably to have some slides presentation as tools to facilitate the courses
Rinaz Hanoum Mohamed Riza	3	4	Agree	Agree	Agree	4	8	4	Coaching mindser technique	Shorter afternoon duration of programme
Mohd Ali Ridhwan bin Shahrin	2	4	Agree	Strongly Agree	Agree	5	7	5	I quite liked the visual elements of the session, with the big mahjong papers — as well as the many metaphors and illustrative examples	Perhaps to give more content on when to use coaching versus other teaching styles — as this was something on many participants' minds (including myself)
Izzat Hamdan	1	4	Strongly Agree	Strongly Agree	Agree	4	8	4	Introduction of different frameworks to be used in coaching.	Give more examples or situations on when coaching may or may not be the best helping skill to use

Falahi Sarisatriya Firdaus	1	4	Agree	Agree	Agree	4	6	4	The interactive sessions	n/a
Syazrena Abdul Refai	2	4	Strongly Agree	Strongly Agree	Strongly Agree	4	9	5	the workshop has a lot of activities which enhances the effectiveness of training.	On overall, the session was good in terms of flow, timing as well as sharing. as such, i do not have any proposal for rimprovement.
Thomas Navin Gunaselan	2	4	Strongly Agree	Strongly Agree	Strongly Agree	5	10	5	Good flow	No suggestion
Noorlianni binti Rosli	3	4	Strongly Agree	Strongly Agree	Strongly Agree	5	10	5	activities & immediate application of the techniques	mix of online and face to face engagement
Fazlinda binti Abdul Rahman	3	4	Agree	Agree	Agree	4	8	5	Many games that need involvement from all participants.	Keep up the good work!
Elisha Naz	2	4	Agree	Strongly Agree	Strongly Agree	5	9	5	The lack of screens. Two facilitators. Small groups of 4-5. Meeting other leaders from different departments with different amount of experience.	To ensure participants are fully engaged either by breaking them up from their respective departments or by nudging all participants to present when needed. To ensure food isnt wasted and to maybe combine breakfast and morning tea break together. The airflow was inconsistent, first day was hot and stuffy. Second day was too cold.

Nurshamila Mohamed Zulkifli	2	3	Agree	Agree	Agree	4	8	5	The 2-way engagement was effective in capturing/retaining attention	To give more focus on sessions where feedback is more content based, and how to coach difficult employees
Nor Azhar bin Zainal	3	5	Strongly Agree	Agree	Strongly Agree	5	10	5	Group sessions and real time coaching demo by the facilitators, which greatly facilitate the learning.	Perhaps can add variety of contents to the course i.e., multimedia related contents e.g., video of senior management sharing their experience on coaching etc.
Noor Nazatul Hashimi Binti Hashim	2	4	Agree	Agree	Agree	4	8	5	Continue to invite leaders in the Bank, not only Managers but to the DDs as well	None so far
My name is:	My Knowledge Before Program 1-5	My Knowledge After Program 1-5	Llearning objectives met	Fcilitator's delivery effective	Facilitator's content relevant	Able to apply to my work. 1-5	Likeliness to recommend others. 1-10	Overall program rating. 1-5	What went well	Future sessions Improvements
Average	2.1	4.1	Agree -9 Strongly Agree 7	Agree -7 Strongly Agree 9	Agree -8 Strongly Agree 8	4.1	9.2	4.8	See notes	See notes

Feedabck on Facilitators

3. Both facilitators have experience and were able to articulate the topics in a manner that understandable. Very engaging in the delivery and able to provide clarity.
4. Very good response to all the questions that were posed by the audience.
7. Continue with good facilitator skills
- 8 Very engaging and friendly facilitators, enjoyed the session as it was insightful and interesting
9. Topic on when exactly coaching is and is not appropriate was not extensively covered. Give more situations on when coaching may not be the best helping skill to use.
13. very good presenter and many experiences in coaching. can address any questions.
15. Great speakers and facilitators. Appreciate the non digital touch and the encouragement for participation.
16. The facilitators were very energetic and displayed professionalism. It was an interesting and beneficial experience overall.
17. Very knowledgeable of the subject matter with practical experience and demonstrated smooth and effective execution of coaching process and techniques.
18. Both Wai K and May are very experienced facilitators. Able to explain well and give examples where necessary for better understanding on the topic.