


A PARTICIPANTS DEMOGRAPHICS




37 Learners **17** Departments

B LEARNING OBJECTIVES

97% Learners agree that the programme met its objectives

C PROGRAMME EFFECTIVENESS



4.3 / 5 Overall programme effectiveness

95% learners rated the session as 'Good' and 'Excellent'

D KNOWLEDGE GAINED



38% knowledge/ skills gained indicated after attending Coaching for Performance and Development Programme by JMC Coach Mastery Academy

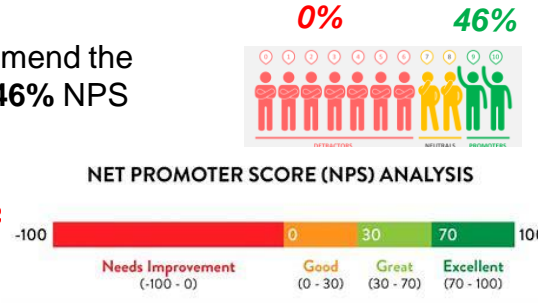
Knowledge before the session: 40%
Knowledge after the session: 78%

E LEARNING APPLICATION

87% learning can be applied on the job

F PROGRAMME RECOMMENDATION

100% learners would recommend the programme to others; with **46%** NPS




NET PROMOTERS SCORE = % PROMOTERS - % DETRACTOR!


NET PROMOTER SCORE (NPS) ANALYSIS

Needs Improvement (-100 - 0) Good (0 - 30) Great (30 - 70) Excellent (70 - 100)

G FACILITATOR'S EFFECTIVENESS



4.5 / 5
Content usefulness



4.6 / 5
Delivery/ Facilitation Skills

4.5 / 5
Content usefulness

4.4 / 5
Delivery/ Facilitation Skills

Wai K Leong

Wong May Tuck

Specific feedback from the learners:

- Very knowledgeable and easy to understand his explanation.
- Excellent coach and able to articulate real life question by applying coaching process.
- A very knowledgeable speaker who calmly accept questions and respond with great answers.
- He has been very concise and clear in his delivery. He's also very respectful as well. His experience definitely helped. Keep up the good job!

Specific feedback from the learners:

- An equally experienced speaker with pleasant personality who gets participants to be involved.
- Points are well articulated with relatable examples.
- May is an experienced facilitator. She can improve on delivering the content with a louder voice.
- Energetic, loved the interactions made with the audience.

H WHAT WENT WELL AND WHAT SHOULD WE CONTINUE?

- The visual elements of the session, with the big mahjong papers — as well as the many metaphors and illustrative examples.
- The delivery and choice of experienced and engaging speakers.
- Group sessions and real time coaching demo by the facilitators, which greatly facilitate the learning.
- Introduction of different frameworks to be used in coaching.

I SUGGESTIONS FOR IMPROVEMENT

- To give more focus on sessions where feedback is more content based, and how to coach difficult employees.
- Add variety of contents to the course i.e., video of senior management sharing their experience on coaching etc.
- Simulation or topics to brainstorm and coach on.
- More practice sessions on how to be a good coach.

J




The above data is an average taken from the scores of the 2 sessions.