



## TRAINING EVALUATION FORM

The feedback you provide will help us evaluate the effectiveness of the course that you have attended. Please tick or fill in your comments, as appropriate:

Name of Employee : Responses 17/18

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Course Title : Coaching for Performance

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Name of Trainer : Wai K Leong

Date of Training: 11 & 18.Nov.2011

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- Did the course achieve its objectives?  No  Some (1)  Yes (16)
- The level of the course is  Too Simple  Just Right (17)  Too Difficult
- Is the course relevant to your job?  Not Relevant  Relevant in Parts (1)
- Totally Relevant (16)
- The duration of the course is  Too Short  Just Right (17)  Too Long
- The quality of course materials  Good (14)  Fair (3)  Poor  NA
- Did the trainer deliver effectively?  No (1)  Some (1)  Yes (15)

### 1. What was the most valuable aspect of the program?

- The course of material, structure and delivery message. I personally like the coaching tips, what is safe and unsafe to do in coaching.
- The coaching process and awareness of unsafety coaching.
- The course provided us with clear guideline and main points on effective coaching technique.
- To be a good coach, build good relationship with the coachee on a long-term basis, learning together.
- The effective ways to coach coachee.
- Wai K took the time to explain every question asked in detail, which helped all the participants understand the concepts more clearly.
- In-depth knowledge on the right way of coaching.
- The nine mindset shifts – solution focus, solution enable, generating awareness, being curious, influencing, strength focus, empowering, aligning goals, requesting
- In depth understanding on coaching and the right way and to ask questions.
- The knowledge that I gain and learn can help develop my skill and performance.
- The powerful skills on coaching and being a coach.
- A perfect understanding of coaching.
- Key coaching skills.
- How to communicate in a positive manner eg. Asking positive / high-end questions.
- Learned the role of coach, the different approach to coach the coachee and the concept of coaching.
- Use different approaches, questions and challenge to help coachee to achieve their defined target.
- The skills are simple and easy to understand.

## 2. How has the program helped you in your job?

### a) Key Concepts Learned during the Training Program

- Take away our own perception, empty our own cup and be an effective listener.
- The mindset of coach and understanding of coachee needs.
- Coaching is to extract knowledge from coachee, utilize the strength of coachee to achieve desire goal. Listen more and treat coachee as solution enabler.
- To empty our own cup and be an effective listener, guiding coachee to think and solve problems. “Being” is as important as teaching and guiding.
- It helps us to approach coachee using GROW tips.
- The training helped me better understand my own belief system and the way I was already doing the coaching with my sales team.
- Coaching method and how to review the coaching progress.
- The difference between teaching, coaching, mentoring, counseling and how to be an effective coach.
- Coaching on more people focused, handling ppl from others personality and asking the right questions at the right time.
- Applying effective tools in the coaching process.
- The handling problem solving in professional and better way.
- Being a listener more is useful during coaching process.
- Lead people but not manage people.
- The differences between coaching, teaching, mentoring, counseling used in different situation.
- Accentuate the positive and Rule No 6: Don't take yourself so seriously.
- Coaching tools, through communication, observation, analysis and change to help coachee.

### b) Action Plan to apply the Concepts Learned from Training Program

- Mindset Shift – from Managing to Empowering and from Demanding to Requesting.
- Believe the coachee is resourceful and have individual potential. Find ways and work with them to grow in the company.
- Determine the process of coaching for coachee and review what the coaching had done is effective enough.
- To shift mindset that coaching is not teaching. To use coaching technique to help coachee and ourselves to be more effective and perform better.
- Start to explore coachee's strengths and empower them as well as guiding them to improve other areas. Praise people around us more to gain more positive energy in the workforce.
- To discuss with 2 coachee and submit by Dec 09, 2011.
- Will use all concepts and methods taught into practice during the coaching sessions.
- Selected two coachee and start coaching on them, feedback on the outcome on the two follow-up sessions.
- To start on the coaching program with selected coachee with effective coaching knowledge.
- To learn on asking right question and be more people oriented.
- Will start with the assignment and share the knowledge with others.
- Implement on the coaching program and discussion with customers.
- Will start to adopt the coaching skill into people leading function as an effective team leader.
- Start coaching staff.
- To apply through coaching sessions.
- To plan some coaching program to help coachee to achieve their target.
- Coach and the coachee.
- It is not about ME.

**3. How could this course be improved?**

- This workshop has achieved the objective.
- To give more guidance on the usage of 360 assessment.
- More example of real life experience.
- This course is just right in its content.
- Not much everything was almost perfect.
- More examples on real situation that make it easy to understand.
- More exercise and example of coaching on live or video.
- Good and clear.
- Follow up sessions on the improvement of coaching.
- The trainer can give more real example of coaching.
- More real life examples as sharing.

**5. What is your overall assessment of the program?**

Poor       Average       Good  (11)      Very Good  (6)

**6. Would you recommend sending other employees to this program in the future?**

Yes  (17)      No

Other Comments / Recommendation: \_\_\_\_\_