

Certified Productivity Conversation Practitioners (CPCP)

Do you want to be certified for your conversation skills?

Are you able to continuously engage your employees?

Introduction

Modern business is fast-paced, busy, agile—no two days are the same. In a matter of months, organisational priorities and challenges can experience radical change. It is for this reason that companies around the world continue to argue the merits of the traditional annual performance review. Meeting once a month for an employee performance catchup no longer seems effective or relevant in this climate. As a result, more and more companies are making the switch to continuous performance management. To boost performance, impactful interaction and conversation between the individuals

Program Objectives

This program aims to provide:

- Exposure to participants on common barriers of employees' performance
- Knowledge and skills to perform career counselling conversation to boost employees' productivity
- Hand-on skills to apply counselling skills in work-based.

Learning Outcomes

After completion of this program, the participants would be able to:

- Identify and handle different types of challenges in employees' performance
- Perform counselling skills in conducting career counselling conversation
- Conduct a career counselling conversation independently.

Who Should Attend

Human potential personnel, senior management or any employers who are concerned about employees' performance.

Methodology

Case studies, forum discussion, role-play, presentations, gamification

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Updated: 3 March 2019

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Program Outline

Week	Topics of Discussion
1	New Paradigm of Productivity <ul style="list-style-type: none"> ● Performance and productivity ● The organisation challenges post-pandemic ● Challenges in employee's productivity ● Venturing into New Paradigm: Human-centric performance
2	Human as An Employee: Do you understand them? <ul style="list-style-type: none"> ● Human nature ● Personality: The born and the learnt behaviour ● Attitudes as the key to behaviour ● The heart and soul of employees: The emotion ● From zero to hero: changing human behaviour
3	Venturing into the World of Talk Therapy (Counselling) <ul style="list-style-type: none"> ● The myth about counselling ● Application of Talk Therapy in the workplace ● Preparation to conduct talk therapy at the workplace <ul style="list-style-type: none"> ○ Observation skills ○ Listening skills ○ Communication skills
4	Which Techniques suit you? Counselling Theory <ul style="list-style-type: none"> ● Which perspective are you? <ul style="list-style-type: none"> ○ Psychoanalytic/psychodynamics ○ Humanistic/ Client Centric ○ Rational Emotive Therapy ○ Cognitive Behavioural ○ Mindfulness-based
5	Practical 1: Interpersonal counselling <ul style="list-style-type: none"> ● Preparation of conduction ● Method of conduction ● Report and record writing ● Continuously improvement
6	Practical 2: Interpersonal counselling <ul style="list-style-type: none"> ● Challenges during conduction ● Improvement of conduction of interpersonal counselling
7	Practical 3: Group Counselling <ul style="list-style-type: none"> ● Preparation of conduction ● Method of conduction ● Report and record ● Continuously improvement
8	Practical 3: Group Counselling

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	<ul style="list-style-type: none">• Challenges during conduction• Improvement of conduction of interpersonal counselling
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Certificate

Successful participants would be awarded **Certified Productivity Conversation Practitioners (CPCP)**

Requirement of Certification

1. Attend 75% of the class.
2. Score 75% of the assignment
3. A score lower than 75% would be awarded a certificate of attendance.

The certification is awarded by the Consultants and Business Management Research Association (CBMRA) and Humanology Sdn Bhd.

The successful candidates may use the title of CCCP at the end of the name.

Marks Distribution

Attendance = 10%
Weekly assignment = 80%
Class participation = 10%