

Achieve and Exceed Your Business Targets through Team Coaching

通过团队教练实现并超越业绩目标

(1 days/天)

Outline 概述

Whether in good times or bad, companies want to achieve breakthroughs in their business results. However, here are some challenges business leaders face when they want to achieve exponential improvements: 无论是顺境还是逆境，企业都希望在经营业绩上实现突破。然而，当企业领导者想要实现指数级的改进时，他们会面临以下一些挑战:

1. While everyone knows that we should all work as a team to support the sales department to boost sales, not everyone knows how best to synergize with one another
虽然每个人都知道我们应该作为一个团队来支持销售部门以提高销售额，但并不是每个人都知道如何才能更好地相互协作
2. While we know that we need to develop better leaders to lead the organization to achieve better outcomes, somehow, the development of leaders is not aligned with business and strategy development
虽然我们知道需要培养更好的领导者来领导组织取得更好的成果，但不知何故，领导者的培养与业务和战略发展并不一致
3. While we may have a compelling “why” to achieve our shared goals, we still need to improve our sharing, communicating and coordinating to unleash our untapped potential
虽然我们可能有实现共同目标的令人信服的“原因”，但我们仍然需要改进分享、沟通和协调，以释放我们尚未开发的潜力

This 1-day program utilizes the most up-to-date team coaching methodologies to provide a well-rounded view on how you can get the most results from you and your team. We offer a rare blend of *Diagnosics, Development & Delivery* to accelerate business and team performance

这个为期 1 天的课程使用了团队教练模式，旨在为你和你的团队在获得团队最佳业绩方面提供全方面的视角。我们使用 测评、辅导及培训 的综合方式以提高您团队绩效，以达至更卓越的商务成效。

Curriculum 课程纲要

Time 时间	Day 1 第一天
9:00 ~ 10:30	<p>Check-in: What are the key challenges you face when you develop your new customers? What questions must be addressed? 签到: 在开发新客户时, 您面临的主要挑战是什么? 必须解决哪些问题?</p> <p>Head of Sales' Presentation: Outlook for the year and opportunities for growth 销售总监发言: 年度展望和发展机遇</p> <p>Team Goal Setting 团队目标设置</p> <ul style="list-style-type: none"> • What goals or outcomes do we want to achieve as a Team? 我们要实现什么团队目标或成果呢? • Setting SMART goals • 设置变革 SMART 目标 (具体、可衡量、可实现、有关联、时限) <ul style="list-style-type: none"> o Relevance: What is the End Result/ Objectives/ Outcomes do we want to achieve with our goal(s). Or why do we set this goal? What happens when we achieve it/ them? Why is that important to us? Why is this goal Required? What happens if it's not achieved? 关联度: 我们的目标要达到的最终结果/目标/成果是什么。或者说我们为什么要设定这个目标? 当我们实现它/它们时会发生什么? 为什么这对我们很重要? 为什么需要达到这个目标? 如果没有实现会怎样? o Achievable: How to make your goals achievable? What will be your action steps? What challenges do we need to overcome? 实现目标: 如何实现你的目标? 你将有哪些行动计划? 我们需要克服哪些挑战? o Measurable: How do we measure success or improvements? (Quantifiable, Observable or Palpable) 可量化: 我们将如何衡量我们的成效或改善

	<ul style="list-style-type: none"> o Milestones for Time-frame: What are the milestones? What happens if you are lagging? 时限里程碑: 我们有哪些里程碑? 如果跟不上进度怎么办? o Specific outcomes: What does your outcome specifically look like? 具体成效: 你想达成什么具体成效?
<p>10:30 □ 10:45</p>	<p>Tea break 茶歇</p>
<p>10:45 ~ 12:30</p>	<p>Team Goal Action 团队目标行动 Sales team SMART goal setting, discussion and sharing, and finally identify common goals that everyone agrees on 销团队 SMART 目标设置、讨论与分享, 最终形成大家有所共识的共同目标</p> <p>To attain the common goals, each team member shall commit to: 各个队员表达他们在达成目标的过程中将</p> <ul style="list-style-type: none"> • What roles each person will play 扮演什么角色 • What efforts each person will make 做怎样的努力 • What kinds of support each person will need 需要哪方面的支持
<p>12:30 □ 13:30</p>	<p>Lunch 午餐</p>
<p>13:30 ~ 15:00</p>	<p>Team-Leader and Team-Team Contracting 团队-领导与团队-团队的角色约定</p> <ul style="list-style-type: none"> • How does each team member intend to contribute to the team's goals? What support would they need from their team members? 每个团队成员打算如何为团队目标做出贡献? 他们需要团队成员提供哪些支持? • Team coaching : Team-Leader Role Contracting 团队教练: 团队与领导的角色约定 <ul style="list-style-type: none"> o What the leader can contribute and request from the team 领导者可以为团队做出哪些贡献, 并向团队提出哪些要求

	<ul style="list-style-type: none"> o What the team can contribute and request from the leader, and from one another 团队可以从领导者那里以及从彼此那里做出什么贡献以及提出什么要求 • Holding the leader and the team accountable to mutual expectations 让领导者和团队对彼此的期望负责
<p>15:00 ☐ 15:15</p>	<p>Tea Break 茶歇</p>
<p>15:15 ~ 16:30</p>	<p style="text-align: center;">Reflection and Dialogue 反思与对话</p> <ul style="list-style-type: none"> • Group discussion ““What realizations do I have today?”” 小组讨论““今天我有哪感悟？”” • Sharing of insights and reflections 分享见解与反思
<p>16:30 ~ 17:00</p>	<p>Closing 领导闭幕致辞</p>

Programme objectives and participants' gains
课程目标和学员收益

After the end of this workshop, participants will be able to :
课程结束后，参训者将能够：

- Optimise business, organization and team performance through team coaching
通过团队教练优化商务、组织、团队团队绩效
- Enhance team effectiveness through establishing of team goals, norms and expectations 通过建立团队目标、规范和期望，提高团队效率
- Align team's leadership's potential with the organization's goals
将团队领导的潜力与组织的目标结合起来

Teaching methods:

This workshop includes a series of vivid participatory explanations, description and interpretation of user-friendly methods, training and case studies. The participants will receive lecture material for a future reference. During the lectures there will be a reasonable period of time arranged for panel discussions. This course enables you to immediately use the gained knowledge at work.

这个工作坊包涵了一系列对益于用户方法、训练以及案例学习的生动的解释、描述和诠释。参训者将获得课程资料以供其进一步参考。在讲课中将安排合理时间的小组讨论。这个课程将使您能够立即将所学知识运用于工作。

DIRECTIONS

Target audience 培训对象

Senior Executives, Managers and leaders
高级主管、经理及领导人

DIRECTIONS

DIRECTIONS

DIRECTIONS

Facilitator 讲师



c.j. Ng 黄常捷

c.j. is the world-class sales, leadership and experiential learning coach and facilitator who have helped international companies achieve quantum improvements in sales profits in China and beyond.

So far, c.j. has helped:

- International companies such as **Honeywell**, **Volvo** and **Schindler** to develop cross-regional team leadership
- Automotive companies such as **Aptiv**, **Brilliance BMW**, and **Porsche** to develop their high-potential employees into effective agile leaders
- Global IT companies such as **Google**, **Cisco** and **Palo Alto Networks** to boost their cross-regional sales management capabilities.

In the meantime, many other prominent companies have also engaged c.j. for help, including Evonik, Klasmann Deilmann, Casappa, Grundfos, Caterpillar, Graco, Johnson Controls, Mann+Hummel, WD-40, Sabic, Air Products, Philips Lighting, Saint Gobain, Bao Steel, HP, Citrix, Epson, Sophos, China Telecom, Dell EMC, Automation Anywhere, Draeger, Heraeus, Swarovski, GfK, InterContinental Hotels Group, Starwood, and many more.

c.j. is a bilingual business coach in English and Mandarin, and has conducted Mandarin coaching for audiences in China, South East Asia, and beyond. He was a knowledge partner, moderator and host for the HRD Summit organised by Messe Frankfurt since 2016.

c.j. has a 2nd Upper Honours in Management from the University of London, and a Post Graduate Diploma in Computing from De Montfort University. He is a certified Masteries Practitioner with the International Association of Coaches (IAC), a Professional Certified Coach (PCC) with International Coaching Federation (ICF), a certified scrum master, and is accredited in various assessment tools such as OD-Tools Trait Map and Motivation Questionnaire, the Cultural Navigator, TTI DISC, Belbin Team Roles etc.. In 2021, c.j. co-authored the Sales Map sales proficiency assessment tool with OD-Tools.

c.j. Ng (黄常捷)

c.j.是一位值得您信赖的国际领导力、销售及体验式学习的教练、培训师与顾问。他曾帮助许多跨国企业取得了在国内外绩效的显著突破。迄今，c.j.已帮助：

- 1) 世界知名企业如 **霍尼韦尔**、**沃尔沃** 及 **迅达** 提升他们的跨文化团队领导力。
- 2) 全球汽车行业佼佼者如 **保时捷**、**安泼福** 及 **华晨宝马** 提升他们高潜能员工的敏捷领导力
- 3) 国际知名IT企业如 **谷歌**、**思科** 及 **Palo Alto Networks** 如何地在跨区域提升销售管理能力商

在这之前，c.j.是一家 500 强物流公司的亚洲区市场经理，及瑞士最大的媒体集团的大中华培训总监。他尤其为后者搭建了一套提高员工素质的培训体系，从而打造一个着重以科学方式达到高绩效的企业文化。

与此同时，许多知名跨国公司如：赢创、克莱斯曼、凯斯帕、格伦弗斯、凯特比勒、固瑞克、WD-40、宝钢、爱普森、Citrix、惠普、德州仪器、贺利氏 Palo Alto Networks、曼胡默尔、中国电信、戴尔 EMC、西门子、萨比克、空气化工、德尔格、圣戈班、飞利浦照明、中外运、GfK、洲际酒店集团、喜达屋 等也颇受益于 c.j.的经验和知识。

c.j.是一位精通英中文的双语培训师，以中文为新加坡、马来西亚、和中国的众多听众进行了诸多培训。他自 2016 年受邀法兰克福会展公司成为其 HRD 峰会的知识伙伴会论坛评审及大会主持。

c.j.曾在新加坡管理学院、新加坡市场学院的会员杂志、以及《海峡时报》的刊物上发表了系列文章。c.j.拥有英国伦敦大学管理荣誉学位和 De Montfort 大学的计算机研究生学位证书。与此同时，他是国际教练协会 (IAC) 认证的 Masteries Practitioner 教练，国际教练联合会 (ICF) 的认证 PCC 教练、一名认证 Scrum Master，同时还是一些测评工具的认证顾问，如：OD-Tools Trait Map 和 MQ 激励因素、TTI DISC、Cultural Navigator、贝尔宾团队角色 等，并于 2021 年携手 OD-Tools 出版了 Sales Map 销售能力测评工具。