

Interactive Coaching and Learning Through Real-Life Inspiration

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*This work is a collaboration effort between public institution and industry
- UMS FKAL and Mindset Solutions (UMS Grant SGI0176)*

Introduction

This brief article shares the experimental phases of a pedagogical approach to developing useful and interactive modules in coaching and learning within workshop settings, using real-life inspiration to enhance the learning experience of participants. The approach combines neuro-linguistic elements in coaching and learning via personal journey sharing (real-life experiences). It also outlines the potential benefits and practical implications of integrating interactive coaching methods with real-life examples (*see Appendix 4*). Workshops were conducted to aid the development of the module. The conception was that learners may change their thinking (mindset) by integrating added information, tools, and interactive learning experiences, inspiring them to proactively respond for transformative outcomes.

Experimental Phase

Trial runs (*see Appendices 1, 2, and 3*) were conducted during the experimental phases that involved active participations from Pusat Seri Mengasih employees, trainers, teachers, and the targeted audiences (Labuan asnafpreneurs) to explore the methods and strategies. Aimed at assessing the effectiveness of the approach being used as well as seeking valuable input and perspectives from a diverse group of participants, three innovative features of the module were introduced.

First, the incorporation of Neuro-linguistic methods (NLP) to enhance interactive learning through activities like group discussions, role-playing, case studies, and problem-solving exercises whereby participants collaboratively solved and shared real-life challenges, allowing for active participations, learning and practical application of concepts. The participants especially found these methods helpful in understanding the content (they were able to relate). Broadly, Neuro-Linguistic Programming (NLP) is a way of understanding how thoughts, language, and actions are connected (Naim, 2017). Developed by Richard Bandler and John Grinder(1975), it suggests that by recognizing and changing these connections, we can

achieve specific goals. NLP involves adjusting how we think and speak to improve communication, personal growth, and learning (Gran, 2021). The founders further posit that NLP is particularly useful in areas like coaching, therapy, and education (Bandler and Grinder, 1975). Additionally, studies such as Patel (2023) and Passmore and Rowson (2019) assert that the inclusion of NLP techniques in coaching and training is beneficial to use the power of language patterns (selection and usage) and cognitive processes, fostering a more impactful and personalized learning environment. In other words, it aims to improve the overall quality and depth of interactive learning for individualized learning by including the stimulation of real-world settings and interpersonal dynamics.

Second, the sharing of personal experiences and stories to achieve desired state with the aims of inspiring participants by demonstrating that individuals can accomplish remarkable feats by revealing (sharing) their inherent value. This technique is unique as personal experience cannot be duplicated. The participants could benefit from knowledge and personal experience (Khamidov, 2019) for instance to enhance both their internal (personal strengths) and external (shielding factors) resources. They may be directed toward alternatives (new knowledge/ solutions) for overcoming their specific challenges. As a result, they develop the belief that there is always a way; what they must do is look.

Third, the emphasis on self-discovery in which participants reflect on their own strengths, weaknesses, and natural self through triggers to help them better understand self and potentials. Self-discovery and understanding oneself involves gaining knowledge about one's various self-aspects and self-concepts (Alicke, 2020; Showers et al., 2014). This includes developing self-awareness and self-knowledge through experiences and interpretations of one's environment (Rousse, 2019; Du, 2012).

Through on-the-job observations and surveys, findings show increased engagement and positive behavioral changes, offering tangible benefits to the center and participants. Further feedback was obtained via interviews: self-reflection, triggers, hearing to understand, speaking to respond, thankfulness, and how negative messages affect ideas and attitudes are workshop topics they wish to expand on in future interactive sessions. Specifically, the trainers and teachers at Pusat Seri Mengasih perceive that subjects of this nature could significantly contribute to enhancing effectiveness in their daily responsibilities managing intellectually challenged individuals. Their role requires effective communication, being able to control emotions, act according to situations, and perform behavioral and skill modifications whenever necessary.

Summary

Self-discovery, real-life storytelling, and the integration of Neuro-Linguistic Programming (NLP) methodologies not only actively engage participants but also improve the level of quality and depth of their learning experiences. This endeavor contributes valuable insights to the ongoing evolution of training methodologies (Patel 2023) emphasizing the importance of personalized and impactful learning environments for individuals seeking to achieve greatness in both work and life.

References

Alicke, M., Zhang, Y., & Stephenson, N. (2020). Self-awareness and self-knowledge. In Oxford Research Encyclopedia of Psychology.

<https://doi.org/10.1093/acrefore/9780190236557.013.743>

Du, M. (2012). A study of the relationship between english self-concept and language learning strategies. *Journal of Language Teaching and Research*, 3(3).

<https://doi.org/10.4304/jltr.3.3.508-517>

Gran, S. (2021). Using NLP (Neuro-Linguistic Programming) methods in teaching and learning: case studies on the potential and impact of NLP methods on learning and learners (Doctoral dissertation, Dissertation, Duisburg, Essen, Universität Duisburg-Essen, 2020). <https://doi.org/10.17185/dupublico/74395>

Khamidov, O. A. (2019). Theory And Practice of Introducing Active and Interactive Forms of Training in Vocational Education. *European Journal of Research and Reflection in Educational Sciences* Vol, 7(12).

Naim, M. (2017). Soft Skill Development: Relevance of Neuro-Linguistic Programming (NLP). *Language in India*, 17(2).

Passmore, J., & Rowson, T. S. (2019). Neuro-linguistic-programming: a critical review of NLP research and the application of NLP in coaching. *International Coaching Psychology Review*, 14(1), 57-69.

Patel, PC (2023). Neuro-Linguistic Programming (NLP) Unveiled: The Roadmap to Achieving Greatness in Work and Life.

Showers, C. J., Ditzfeld, C. P., & Zeigler-Hill, V. (2014). Self-concept structure and the quality of self-knowledge. *Journal of Personality*, 83(5), 535-551. <https://doi.org/10.1111/jopy.12130>

Rousse, B. S. (2019). Self-awareness and self-understanding. *European Journal of Philosophy*, 27(1), 162-186. <https://doi.org/10.1111/ejop.12377>

Appendices

Appendix 1 Trial 1

25 March 2023 • TANJUNG ROOM, SHANGRI-LA TG ARU

Program

8.30am – Registration

9.00am – Unwrapping

- Unbox My Pandora Box
- Work Experiences Shape Personality

Thought Provoking Activity

10.30am – Tea Break

- We Can Move Mountains

Group Activity

- So Many Things, So Little Time
- Hero Within You

Group Activity

12.30PM – Lunch Break

- Take Me Out Of My Comfort Zone
- Emotional Intelligence

3.30PM – Afternoon Tea Break

- Say It Out Loud And Clear
- Reflection

Question & Answer

Closing

"Bring Forth Your Inner Worth"

Personal Development Training

Appendix 2 Trial

Disiapkan khas untuk
PROGRAM ASNAF/RENEUR BANK RAKYAT & PISMAI/WYD WP LABUAN
31 Julai 2023

ATURCARA PROGRAM

MASA	PERKARA
7.30 Pagi	Pendaftaran peserta dan sarapan
8.00-10.00 Pagi	Sesi 1 Pengenalan Kemahiran Komunikasi Individu Bengkel & Aktiviti <ul style="list-style-type: none"> • Aktiviti <i>Refleksi</i> • Ulasan Sesi 2 Asas Komunikasi Aktiviti Mengenal Diri - <i>Tingkap Johari</i> Ulasan
10.00 -10.10 Pagi	Rehat
10.10-1.00 petang	Sesi 3 Mengenal Diri (Alat transformasi) Aktiviti 1 Mencari 'anak batin' Aktiviti 2 Meraih hasil 'buah kelapa' Ulasan
1.00-2.00 Petang	Makan tengahari, solat zohor
2.00-3.00 Petang	Sesi 4 Aktiviti 'Secubit garam' Ulasan
3.00-3.10 Petang	Rehat
3.10-4.00 Petang	Sesi 5: "Wrap-up" Aktiviti: <i>Liat ... apakian dalam bakul mu itu?</i>
4.00 Petang	Sesi fotografi dan bersurai

Bring Forth Your Inner Worth - 3/2023/SGI0176

Appendix 3 Trial 3

COMMUNICATION AND EMPOWERMENT WORKSHOP

Developing a Great Mindset for Effective Communication

19TH AUGUST 2023
KIN388LU ROOM 1 & 11
SHANGRI-LA TANGJUNG ARU

PROGRAM SCHEDULE

8.30 AM Registration & Welcome

9.00 AM Introduction
Program Overview
Flashback from previous workshop

10.30 AM Tea break

11.00 AM Listen to Understand, Speak to Respond
Role-play (Clear and Effective Communication)

12.30 PM Lunch break

1.30 PM The Power of Gratitude
Incorporating Gratitude into Everyday Communication
Role-play (A Pinch of Salt)

3.00 PM Coffee break

3.30 PM Mindful Communication
How Negative Messages Influence Thoughts and Attitudes
Role Play (Moment of Truth)
Winding Down (Ego Enhancement)

Wrapping Up
Recap (Key Takeaways)
Certificate Presentation & Photo Session

5.00 PM Thank you and enjoy the weekend!

END OF WORKSHOP

Make
PEOPLE
Smile
BY
BRINGING
THEM

Bring Forth Your Inner Worth 7500176 - 4/2023



INTERNATIONAL INNOVATION COMPETITION (INNOCOM IV 2023)

18 OCT 2023 | 2.30 P.M. MYT (FULLY ONLINE)



A Module Development

Interactive Coaching And Learning Through Real-life Inspiration

Title of Module: Bring Forth Your Inner Worth

Category: Academician/Professional
 Sub-category: Social Sciences
 Type of Innovation: Process innovation

This is a collaboration project between Labuan Faculty of International Finance, UMS and Industry Professional, Mindset Solutions (grant UMS-SG10176)

Inventors



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Introduction

A public institution- industry collaborative efforts and idea exchange, **this innovation process is a module with elements of Neuro-Linguistic Programming techniques.**

NLP techniques is an approach involving changing thoughts, communication, and behavior to impact actions, focusing on mindset and its effect on how one acts.

Aim This project aims to explore and test the module on its effectiveness to support indigenous youth in skill development and education, in response to calls for practical development in areas like personal, emotion and mental (Ooi, 2021).

Background Past initiatives and a continuing effort concentrated in skill upgrading, reskilling, and upskilling programs to assist with skill enhancement (Daily, Express 2021; Borneo, 2021).

Source:
 Daily Express. (2021). Focus on youth development. Retrieved from <https://www.dailyexpress.com.my/news/184206/focus-on-youth-development/>
 Borneo Today. (2021). Sabah Youth Council To Promote Social Entrepreneurship Via Synergy Programme. Retrieved from <https://www.borneotoday.net/sabah-youth-council-to-promote-social-entrepreneurship-via-synergy-programme/>
 Ooi, T. (2021). Impact Of Mentoring Amongst Indigenous Young Adults In Sabah, Malaysia.

Problem Statement

Why do we want to introduce this innovation process?



The scarcity of interactive coaching and effective learning (industry observation) predominantly centered on personal journey sharing leaves a gap in how individuals can improve themselves in personal development training.



Standard training and coaching often do not adapt learning to individuals' strengths, weaknesses, and learning styles.



A one-size-fits-all approach may not work well or meet the unique needs of different learners in their work.



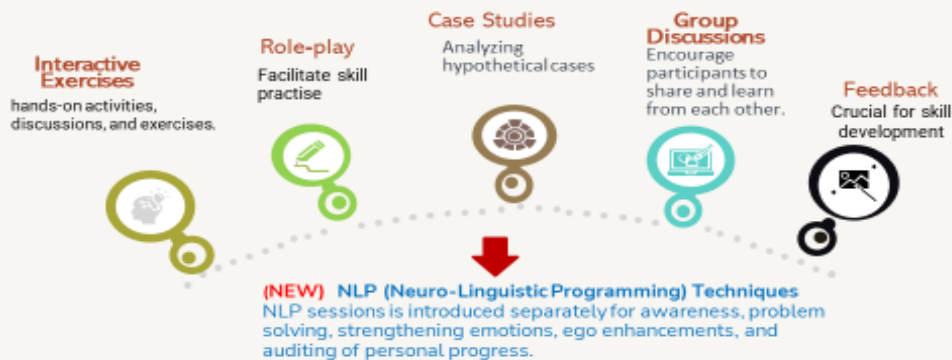
Encouraged by a call for public institution- industry collaborative efforts and idea exchange, this product, a transformative module assists in bridging the aforementioned gap.

Source: Mindset Solutions (Training and Development), Kota Kinabalu, Sabah

3

Components

The usual components of coaching and learning workshop:

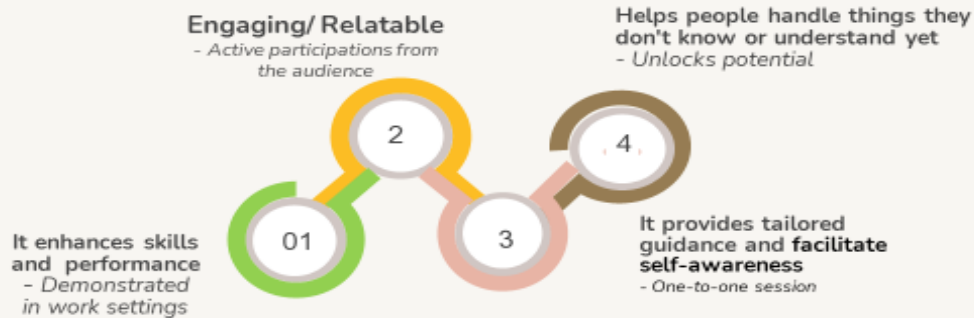


Source: Calvary, B., Oearly, B. T., Eagles, K., & Szediak, C. (2023). Defining psychosocial strength and conditioning coaching competencies: A participatory action research approach. *International Journal of Sports Science & Coaching*, 18(2), 362-391. Advantage Coaching. [n.d.]. General Coaching Skills Workshop. <https://advantagecoaching.com/coachtraining/general-coaching-skills-workshop/>

Collins, K. (2020). Coaching philosophy. *Sport Coaches Handbook* 10CE, 37-43.

4

Impacts of the innovation process



Go to the next slide to view the videos of Workshops
Videos are also uploaded to youtube

5



https://youtu.be/0IFRfa_tUY

Workshop 1: Seri Mengasih Center, Sabah, 25 March 2023
Title: Bring Forth Your Inner Worth - Unfreezing



<https://youtu.be/xiDbFKuGL2s>

Workshop 2: Labuan Entrepreneurs 31 July 2023
Title: Developing a Great Mindset for Effective Communication



<https://youtu.be/AX2d-bVbN4A>

Workshop 3: Seri Mengasih Center, Kota Kinabalu, Sabah, 19 August 2023
Title: Developing a Great Mindset for Effective Communication

6

Originality / Innovativeness

The module introduced 3 innovative features during workshops that surpassed conventional training methods, leaving a profound impact on the audience.

New



To our knowledge, NLP methods incorporated into training and coaching are not currently practiced in our location for the target audience.

Trail-run workshops



Having conducted trial-runs in 3 workshops, this module has been tried and proven effective.

Innovativeness



The personal sharing in each session (trainers and the audience), along with methods like role play and case studies, actively engaged the audience **brought about positive impacts**

Innovation Process Testing

Trial-run workshops have been conducted to test the module particularly focusing on the aspect of NLP techniques.

Target participants 1: Young entrepreneurs (Indigenous)

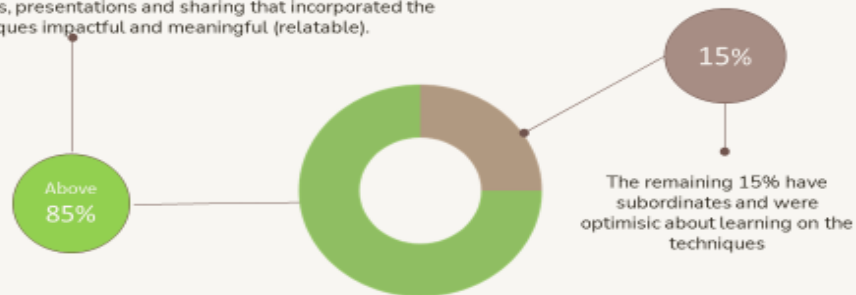
Target participants 2: Teachers & trainers (Indigenous)

Number of participants : 18



Impacts

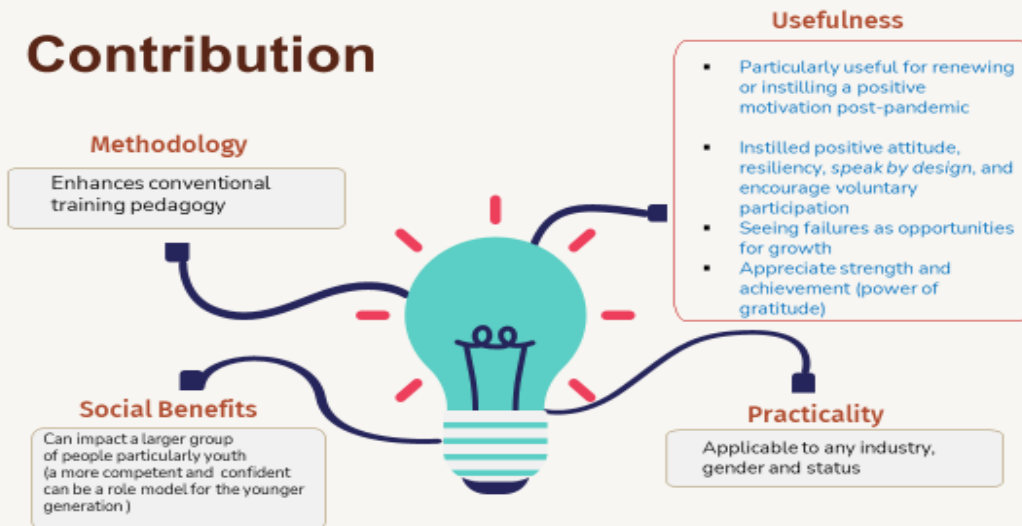
Based on survey/interviews that were conducted (Workshop 1-3), the participants especially found role plays, reflections, case studies, presentations and sharing that incorporated the NLP techniques impactful and meaningful (relatable).



Workshop 1 (25 March 2023) & 3 (19 August 2023):Pusat Seri Mengasih Kota Kinabalu: Projek Asnafpreneur Labuan 31 July 2023

9

Contribution



Commercial Potentials (Users of Module)



Conclusion



Future advantages of this Innovation

The incorporation of NLP into this training has the potential to foster a positive mindset, encourage personal growth, and support self-improvement. Its effectiveness, though, is closely tied to an individual's comprehension and their perspective on it.

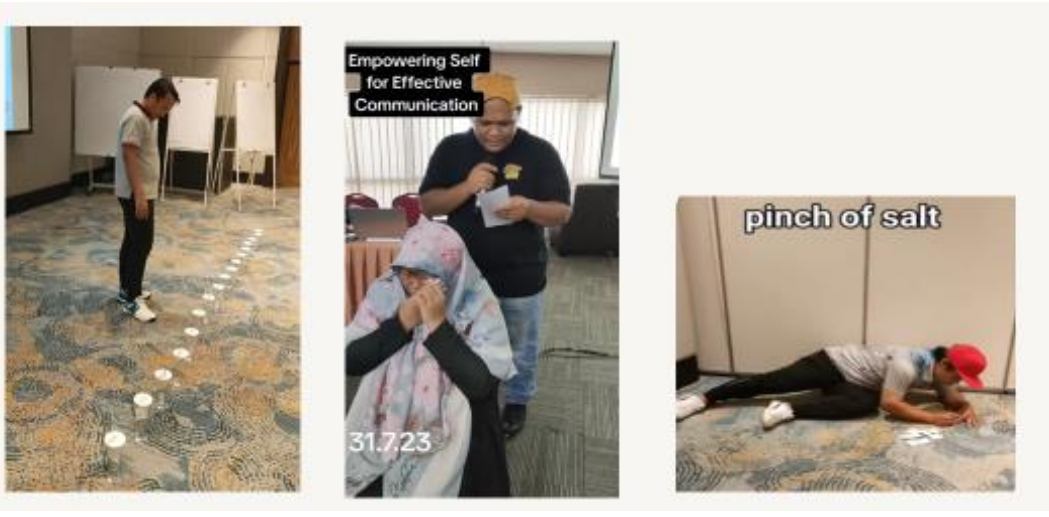
IP application / Module Publication

The IP application/Module Publication provides users with a versatile platform for easy access to NLP modules, facilitating personal growth and self-improvement opportunities. Through its user-friendly interface and curated content, individuals can conveniently explore and engage with NLP resources, thereby fostering a positive mindset and skill development.

Workshop pictures

Some of the workshop pictures that feature participants actions and emotions





Newspaper Coverage

Link 1

Utusan Borneo 31.03.2023 "Pusat Seri Mengasih komited tingkatkan motivasi".
<https://www.utusanborneo.com.my/2023/03/31/pusat-seri-mengasih-komited-tingkatkan-motivasi>

Pusat Seri Mengasih komited tingkatkan motivasi
 utusanborneo.com.my

<https://www.utusanborneo.com.my/2023/03/31/pusat-seri-mengasih-komited-tingkatkan-motivasi>

Link 2

Daily Express 01 April 2023 (Bengkel 1)
 Link: <https://www.dailyexpress.com.my/news/210462/mindset-training-urtrasse-17/>

Mindset training draws 17

WU YU TAI
 17 orang pelatih, guru dan pentadbiran staf Institut Teknologi Sarawak (ITS) serta 17 orang peserta menghadiri latihan mind set...

'AG has di

Copy

Newspaper Coverage

Link 3

Official Pusat Seri Mengasih facebook page 21 Ogos 2023 (Workshop 2)
 Link: https://m.facebook.com/story.php?story_fbid=pfbid02YoyyaLuyJmCbWhMvzeplxmAyA5MysqVRcWRs4JSFo8eE14TUZQFjYW2UjFBxwPaEI&id=100000429411114&sfnsn=wa&mbex_tid=9R9pXO

staff Uniform

Link 4

Deep Network webpage 20 Sep 2023 (Workshop 2)
 Link: <https://globaldeepnetwork.org/blog/workshop-on-developing-a-great-mindset-for-effective-communication/>

DEEPNETWORK

RECENT POSTS

Workshop on Developing a Great Mindset for Effective Communication

Two members of DEEP Circle in Sabah - Kahananan Circle, held a workshop entitled "Developing a Great Mindset for Effective Communication" at IKANDIRIA, Tanjung Aru, Kota Kinabalu, Sabah in August last month. The event aims to foster interactive engagements with the local communities especially the indigenous community and to strengthen and support especially Seri Mengasih