

Section 1 | Programme Intro

PROGRAMME NAME	Be a Performance COACH
LENGTH	2 Days
TARGET AUDIENCE	Hospitality - Fresh Graduates, Line Managers and Leaders
ATTENDANCE	Min 5 & Max 7 Attendees per session
MODE	Classroom or Web Café based sessions
LEARNING METHOD	Instructional training method – introduction, development & consolidation. Individual Role Plays (1 in class + 1 final assessment) Individual, pairs and small group written exercises involving group discussion Classroom games, Online games, and Quizzes
CERTIFICATION	On achieving the standards required (as per the Assessment Criteria), you will be awarded a Be a Performance COACH Certificate of Achievement





PROGRAMME OBJECTIVES

1	Define Coaching and differentiate between Coaching, Mentoring, Training and Feedback
2	List three developmental theories and describe how to implement them in a coaching relationship
3	Describe Emotional Intelligence (EQ) and explain how to use EQ techniques while coaching
4	Explore the techniques of recognizing clues of colleague readiness for effective coaching discussion through four faces of insight
5	Outline the structure of conducting a coaching discussion using the COACH model in a role-play scenario
6	List the steps of conducting follow-up meeting and state the competencies required to be a successful coach.



PROGRAMME OUTCOME

1	Give up your old style of micromanaging and lead people by influencing and empowering
2	Boost your employability and be a new world leader
3	Develop collaborative team model in your sections that empower more employees to lead, in a much wider variety of roles
4	Higher performance in team
5	Develop strong workforce who are more committed by taking responsibility and ownership for their actions

DAY 1



Module	Content	Length	Time
MODULE 1 LEARN LIKE A LEADER			
	Coaching competency mapping with the topics Define job performance Define performance coaching Symptoms of performance problems Difference between mentoring, counselling, feedback, and coaching Different styles of coaching Reverse coaching Importance of Reverse Coaching Qualities of a Reverse coach Importance of coaching in the business world Why coach in Post COVID era	100 Minutes	09.00 am – 10.40 am
	Performance management cycle & performance coaching When not to performance coach List barriers to performance coaching Helpful theories in coaching discussion: 1/ Grit 2/ Johari window 3/ Reality cycle 4/ Circle of influence / Circle of control Reactive to proactive – one of the core skills in Post COVID Era)		
Coffee Break			
MODULE 2 LEADING WITH HEAD AND HEART			
	Coaching and EQ Define EQ, Six Seconds EQ (KCG model)	75 Minutes	11.00 am – 12.15 pm
	Enhancing Emotional Literacy Recognize Patterns Consequential Thinking Emotional Bank Account Emotional Payoffs Navigate Emotions Being Intentional Amygdala Hijack Intrinsic Motivation & Optimism Develop Empathy Using Empathy as a Performance Coach Listen & Empathies (seven stages of listening) Authentic Appreciation When to praise & when to encourage		

MODULE 3 | 4 FACES OF INSIGHT

	Conscious Competence Ladder Four faces of Insight Four steps of Dance of Insight The Dance of Insight	60 Minutes	12.14 pm 13.15 pm
	Questions for insight (<i>Thinking question, Labelling questions, Reappraisal questions, Mindfulness questions</i>) Questions to avoid (<i>Closed questions, Rambling questions, why questions, giving advice, asking questions about the problem</i>)		

Lunch Break

MODULE 4 | BE A PERFORMANCE COACH






	Prepare for the meeting Clearing the Space (Start Performance Coaching Discussion) Welcome and Build Rapport Permission Clear the Space	75 Minutes	14.15 – 15.30
	COACH Model (Main body of coaching discussion) Ending Performance Coaching Meeting		

Coffee Break

MODULE 5 | GETTING READY FOR TOMORROW

	Tips of filling coaching action plan Coaching roleplays outline Roles distribution	20 Minutes	15.30 – 16.00
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DAY 2

Module	Content	Length	Time
MODULE 6 PERFORMANCE COACH PRACTICUM SESSION 1			
	Role-play structure Feedback flow Feedback tips Seven Coaching role plays using the COACH Model (20 minutes roleplay with 20 minutes feedback on a Performance COACH programme assessment criterion)	240 Minutes	09.00am – 13.00 hrs.
	Write key learning points from the Coaching role play exercises Discuss how to use key learning points for ongoing improvement Prepare Continuous Development Plan to be a successful performance coach		
Lunch Break			
MODULE 7 ACTIONS TO HABIT			
	Tips of conducting 1 on 1 Meetings Acknowledge when coachee completed the action Encourage coachee when actions are completed Make coachee accountable for pending actions Set new goals Make coaching meeting an ongoing event	105 Minutes	14.00 – 15.30 hrs.
	Overview of ICF coaching competencies Performance COACH Road Map		
MODULE 8 ROADMAP TO BE A COACH			
	Conduct one Virtual or face to face performance coaching discussion, within a month of attending Be a Performance COACH Programme Accreditation will be based on your ability to demonstrate the structure, and close the learning gaps which were highlighted during the programme Upon scoring 75% (yellow zone) on the assessments, with the specific coaching action plan, DeANTS will provide you with a Certificate of Achievement If you get less than 75% (yellow zone), the attendee will be offered a separate one to one coaching session to overcome the performance gaps, and reassessment will be conducted till you reach 75%.		