



**Section 1 | Programme Intro**

<b>PROGRAMME NAME</b>	<b>Be a Performance COACH</b>
<b>LENGTH</b>	2 Days
<b>TARGET AUDIENCE</b>	Hospitality - Fresh Graduates, Line Managers and Leaders
<b>ATTENDANCE</b>	Min 5 & Max 7 Attendees per session
<b>MODE</b>	Classroom or Web Café based sessions
<b>LEARNING METHOD</b>	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
<b>CERTIFICATION</b>	On achieving the standards required (as per the Assessment Criteria), you will be awarded a <b>Be a Performance COACH</b> 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
<b>MODULE 1   LEARN LIKE A LEADER</b>			
	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	<b>100 Minutes</b>	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: <b>1/ Grit</b> <b>2/ Johari window</b> <b>3/ Reality cycle</b> <b>4/ Circle of influence / Circle of control</b> Reactive to proactive – one of the core skills in Post COVID Era)		
<b>Coffee Break</b>			
<b>MODULE 2   LEADING WITH HEAD AND HEART</b>			
	Coaching and EQ Define EQ, Six Seconds EQ (KCG model)	<b>75 Minutes</b>	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	<b>60 Minutes</b>	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	<b>75 Minutes</b>	<b>14.15 – 15.30</b>
	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	<b>20 Minutes</b>	<b>15.30 – 16.00</b>
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**DAY 2**

Module	Content	Length	Time
<b>MODULE 6   PERFORMANCE COACH PRACTICUM SESSION 1</b>			
	Role-play structure Feedback flow Feedback tips <b>Seven Coaching role plays using the COACH Model (20 minutes roleplay with 20 minutes feedback on a Performance COACH programme assessment criterion)</b>	<b>240 Minutes</b>	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		
<b>Lunch Break</b>			
<b>MODULE 7   ACTIONS TO HABIT</b>			
	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	<b>105 Minutes</b>	14.00 – 15.30 hrs.
	Overview of ICF coaching competencies Performance COACH Road Map		
<b>MODULE 8   ROADMAP TO BE A COACH</b>			
	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%.		