

Royal Civil Service Commission  
MaX Unit

Agenda for 3 days Action Learning Workshop on the "MaX - Coaching Skills for Managers"

Day/Time	Agenda/Activities
<b>Day 1</b>	
8:45 - 9:00	Registration of Participants
<b>Learning - Coaching Skills through Video &amp; interaction</b>	
9:00 - 9:10	Introduction to the Program (Video - Royal Civil Service Commission)
9:10 - 10:20	<b>Session I - Why Coaching Skills for Managers</b>
	PPT - Comparing roles Definition of Manager/Coach Leadership Compass Give feedback
	Video 1 - Accountability Conversation
	Video 2 - Tac and Dev Accountability
10:20 - 10:35	Tea Break
10:35 - 12:00	<b>Session II - Screening of Video (Coaching Methodology and Processes) (50 mins)</b>
	Video 1 - Coaching Algebra
	Video 2 - Skill Set
	Video 3 - Mindset Coaching
	Video 4 - Thought Models
	Video 5 - Thought Models
	Video 6 - Diff btwn thought and fact
(Each Video session will be followed by a short quiz)	
12:00 - 12:30	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
12:30 - 1:00	<b>Session III (Key Elements of Coaching and tools) (54 mins)</b>
	Video 1 - Emp. Performance Continuum
	Video 2 - Coaching Ascending Employees
	Video 3 - Coaching Consistent Performers
	(Each Video session will be followed by a short quiz)
1:00 - 2:00	Lunch Break
2:00 - 2:30	Video 4 - Coaching Low Performers
	Video 5 - Estab. Coaching culture
	Video 6 - Ensuring consistent coaching
	(Each Video session will be followed by a short quiz)
2.30 - 3.15	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
3:15 - 3:45	Tea Break
3:45 - 4:20	Video 7 - Key element of coaching
	Video 8 - Coaching Tools
	Video 9 - Coaching Ownership
	(Each Video session will be followed by a short quiz and reflection)
4:20 - 5:00	Individual - Sharing Learning outcome: Reflection and experience sharing and reflection on the Whole Days Session

Day 2	
8:45 - 9:00	Registration of Participants
9:00 - 10:00	<b>Session IV - Key elements for effective coaching</b>
	Video 1 - Identifying thoughts
	Video 2 - Confirm Willingness
	Video 3 - Acknowledge Value
	Video 4 - Making mistake OK
	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
10:00 - 10:45	<b>Session V Coaching different types of employee (50 mins)</b>
	Video 1 - Consistent late to office
	Video 2 - Distracted Employee
	Video 3 - Missing deadlines
	Video 4 - Performing lower than before
	Video 5 - Frustrated Coworker
	Video 6 - Coaching Difficult Employee
	<b>(Each Video session will be followed by a short quiz)</b>
10:45 - 11:00	Tea Break
11:00 - 12:00	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
12:00 - 12:30	1st Simulation Exercise (Roleplay) - (Manager (Coach) and Employee). Pair up and in turn to provide coaching for "an employee who has missed 4 out of 5 dealines in last month" Reason for failing to meet the deadline - Was having additional responsibility. (Coaching session of 5 minutes each.
12:30 - 1:00	Self - Sharing the learning and experience from 1st simulation Exercise/ Reflection/ Q &A
1:00 - 2:00	<b>Lunch Break</b>
2:00 - 2:45	<b>Session VI - Coaching Conversations - Consistently Missing Deadlines</b>
	Video 1 -Consistently missing deadline - ineffective example
	Video 2 - Consistently missing deadline - good example
	video 3 - Consistently missing deadline - Review and anlaysis
	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
2:45 - 3:45	2nd Simulation Exercise (Role play) (Manager (Coach) and Employee). Pair up and in turns provide coaching for "an employee who has missed 4 out of 5 dealines in last month". Reason for failing to meet the deadline - Was having additional responsibility. Each coaching session of 5 minutes each.
	Self - Sharing the learning and experience from 2nd simulation Exercise/ Reflection/ Q &A
3:45 - 4:00	Tea Break
4:00 - 5:00	<b>Session VII - Coaching Conversations - Former High Performer</b>
	Video 1 - Former high performer - ineffective example
	Video 2 - Former high performer - good example
	Video 3 - Former high performer - Review and Analysis
	Individual - Sharing Learning outcome: Reflection and experience sharing and reflection on the Whole Days Session

\*Homework - watch your videos for self-observation & reflection

Day 3	
8:45 - 9:00	Registration of Participants
9:00 - 10:00	Sharing of self-observation (Self critique)
10:00 - 10:35	<b>Session VIII - Coaching Conversations - Difficult Colleague</b>
	Video 1 - Difficult colleague - ineffective example
	Video 2 - Difficult colleague - good example
	Video 3 - Difficult colleague - Review and Analysis
	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
10:35 - 11:05	3rd Simulation (Role play) - (Manager (Coach) and Employee). Pair up and in turns provide coaching for "an employee frustrated with other colleagues". <i>Each coaching session of 5 minutes each.</i>
11:00 - 11:25	Self - Sharing the learning and experience from 3rd simulation Exercise/ Reflection/ Q & A
11:00 - 11:15	Tea Break
11:15 - 12:00	<b>Session IX - Coaching Conversations - Dealing With Change</b>
	Video 1 - Deal with Change
	Video 2 - Deal with change - good example
	Video 3 - Deal with change - Review and analysis
	Reflection/Q&A for the videos
12:00 - 1:00	<b>Session X - Coaching Conversations - Late to Work</b>
	Video 1 - Late to work - ineffective example
	Video 2 - Late to work - good example
	Video 3 - Late to work - review and analysis
	Sharing reflection/learning experience/Clarifying/experience sharing on Session's Videos
1:00 - 2:00	Lunch Break
2:00 - 2:30	4th Simulation (Role play)- (Manager (Coach) and Employee). Pair up and in turns provide coaching for "an employee who has been late for work 8 times in the last two weeks". <i>Each coaching session of 5 minutes each.</i>
2:30 - 3:15	Self - Sharing the learning and experience from 4th simulation Exercise/ Reflection/ Q & A
3:15 - 3:30	Tea Break
3:30 - 4:10	Special Session: 5th Simulation 1. Mindset Gap - Simulation in front of class by two volunteers
	Thoughts/reflections/Q&As
	Special Session: 6th Simulation 1. Skillset Gap - Simulation in front of class by two volunteers
	Thoughts/reflections/Q&As
4:10 - 4:40	Individual - Sharing Learning outcome: Reflection and experience sharing and reflection on the workshop
4:40 - 5:00	Wrap Up/Closing Remarks