



# Curriculum Outcome Guide (COG)

Program/Department: Management Development Program Food and Beverage

Workshop Title: Conversation Circle

Themes: Professionalism, Confidence, Efficacy, Self Direction, Productivity

## Issues and Concepts

## Skills

## Assessment Tasks

## Intended Outcome(s)

Prerequisites: In supervisor or management position at SMC or CTGR

### Issues:

Employee retention  
Employee trust and rapport  
Agility to respond effectively  
Delivery of hospitality

### Concepts:

Conversation  
Coaching  
Trust  
Rapport  
Hospitality  
Standards  
Expectations  
Participation  
Respect  
Fun  
Teamwork

- Develop personal style of discussing SMC hospitality (Personal voice).
- Coach and mentor team members
- Ask questions and listen
- Work as management team to solve own problems
- Gain team member input to decisions
- Develop ability in others to ask questions and listen

**Procedure:** Demonstrate in daily work ability to confidently coach as a management framework characterized by asking not telling, listening and gaining input from team members.

**Presentation:** Through participation in conversation circles, demonstrate ability to discuss the concepts of conversation and coaching with a group of peers.

Create learning conversations  
Coach and mentor team members  
Apply lessons learned to work situations