



SMC Food and Beverage Conversation Circles

Date: October 21, 2002 through December 20, 2002 (see attached calendar)

Time: Various times scheduled (see attached calendar)

Location: Will meet outside of Glen's office before each conversation circle

Workshop Description

The sessions are facilitated conversation circle designed to help develop capabilities and capacity in supervisors for coaching, leadership, mentoring, modeling, and management leading to efficacy and self directed performance. Each person in attendance at a conversation circle will create the learning through participation and self-evaluation.

Intended Learning Outcomes

Create learning conversations

Coach and mentor team members

Apply lessons learned to work situations

Learning Assessment Tasks

The learning outcomes will be determined by these two tasks that progressively build on each other:

1. 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.

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

Workshop Content

<i>Themes, Issues, and Concepts</i>	<i>Skills</i>
Themes: Professionalism Efficacy Self Direction Productivity	1. Develop personal style of discussing SMC hospitality (Personal voice).
Issues: Employee retention Employee trust and rapport Agility to respond effectively Delivery of hospitality	2. Coach and mentor team members.
Concepts: Conversation Coaching Trust Rapport Hospitality Standards Expectations Participation Respect Fun Teamwork	3. Ask questions and listen.
	4. Work as management team to solve own problems.
	5. Gain team member input to decisions.
	6. Develop ability in others to ask questions and listen.

Learning Resources

This workshop is based on conversation as a way to learn, grow, and integrate into personal practice concepts to which a manager has been exposed. It is a safe environment for managers to ask questions and explore new ways to manage through coaching. Outside of ongoing conversations, managers will have periodic handouts to support conversations as we meet. There are no pre-determined resources for managers to read or study.

Assessment

There is no formal assessment process for managers outside of the assessment tasks defined in this training outline.

Learning Activities

Each session is scheduled for an hour. The format is designed to provide space for managers to propose any topic that is on their mind, if it is about how to improve the ability to manage. Learning activities include but are not limited to:

- Conversation
- Storytelling
- Questioning
- Facilitated Lecture