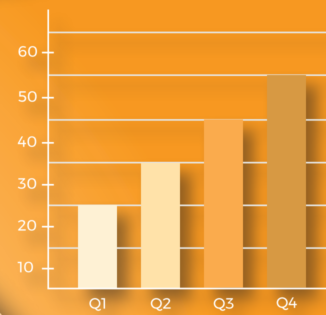
Sri Lankan Hospitality and Tourism

Professional Business Coaching Course



PORTFOLIO

Australian Aid

Skills for Inclusive Growth

FCCISL Sri Lanka

Skills for Inclusive Growth

Skills for Inclusive Growth Program is an initiative of the Australian Government in partnership with the Sri Lankan State Ministry of Skills Development, Vocational Education, Research & Innovations. It is implemented by Scope Global.

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Portfolio Introduction

This Portfolio book has been designed for you to write your learning points and reflect on your experiences of the course. Learning points are knowledge that you gain throughstudy or through experience.

This is book is divided into two parts:

Part 1, for use during the classroom course:

1. Part A, completed portfolio assignment tasks
2. Part B, recording learning points in the form of self-reflection learning logs

Part 2, for use after the classroom course, during practical experience:

1. Recording practical experience - client / time log
2. Recording the competency checklist
3. Recording self-reflection on coaching practice
4. Collecting pieces of evidence that showcase your coaching skills and progress made by your clients.
5. Collect all the evidence in this portfolio, then prior to submitting for assessment, select 5 pieces of evidence that best showcase:

   a) your development as a coach, and

   b) progress made by your client

Further instructions on using Part 2 will be given to you at the end of the theory part of the course.

Assignments

- Assignments will be distributed by your trainer for each module. Each of these items will support your overall learning and contribute to the assessment marks in the course. You need to complete every assignment.

- Keep a record of the assignments in Part 1 of this Portfolio.

- As you go through the course modules, you will be asked to provide some feedback as part of your learning and the trainer's performance. Feedback is an important part of coaching and learning. You will be given some time during the classes for reflection and to make suggestions.

End of Course Simulation

- The End of Course Simulation requires you to use the material that you create Part 1 in this portfolio and so you will need to have all of your materials organised.

We wish you every success on this Professional Business Coaching Course.

PART 1

Part 1 contains:

- Part A, Assignments and learning points
- Part B, Recording learning points

Remember:

- Part 1 of this portfolio is for writing module assignments during the course itself. After the course, you will record practical experience and learning points in Part 2.

- The learning log is a ‘diary’ in which you record your reflections on what you are learning, and how. You should write your reflections in the learning logs regularly, throughout the course and your coaching practice.

Part A

Assignments

Your trainer will hand you assignments for each module. Keep them in this section of the Portfolio. Complete the self-reflection forms and keep them organised in the section below.

Part B

Recording Learning Points

Self-Reflection Learning Log

How to use this

You should aim to complete the self-reflection learning log sheet once a week. You will be provided with the learning log as a Word file.

When you reflect on your coaching practice you might want to ask yourself:

- Further questions you want to ask about a topic.
- Areas that you would like to know more about.
- What you think are the most important things that came up during your training, and why you think they are important.
- Your expectations of a module or activity, and how itmeasured up to your expectations.
- Connections you have made between the training and your real-life experience.
- How you reacted to activities or pieces of course content, and why you reacted to them that way.
- Lessons you have learned – not necessarily things the trainers have taught you.
- Your strengths and weaknesses during the training, and what can be done to address the weaknesses.

Please download and type your responses into the boxes (which will expand as you type). Then print off and include in your portfolio. Do not forget to include your name and the module number. You should write around 125-200 words in sections 1, 2 and 3. Section 4 is for you to use as you like, and record any things you want to remember/thoughts you have.

Self-Reflection Learning Log

Name:		Module number:	

1. What were your main learning points from this module? Explain briefly what you learnt about each one.

2. What was covered in the module that you need to find out more about? When and where will you improve your knowledge and skills concerning this? If you don't feel sure about it, is it something that you can use in your coaching, or not yet?

3. What from the module are you most excited about, and looking forward to putting into practice? How will you set about this?

4. Anything else?

PART 2

Part 2 contains:

- Experience log
- Self-reflection on practice
- Competency checklist
- Evidence of your coaching, e.g. completed forms

Remember:

- Part 1 of this portfolio is for writing module assignments during the course itself. After the course, you will record practical experience and learning points in Part 2.
- The learning log is a 'diary' in which you record your reflections on what you are learning, and how. You should write your reflections in the learning logs regularly, throughout the course and your coaching practice.

Practical Experience Log

How to use this

You can use this log to record all your client contact. As a minimum you should document the details and an overview of the content covered. Try and link your experiences to the training you've attended - this will help you with reflection on the coaching session. Remember to note key points in the log, and expand on those in the self-reflection on practice form in the next section.

You will be provided a Word file of this document. Please download a copy of this for your portfolio and type your responses into the boxes (which will expand as you type). Then print off and include in your portfolio.

You should use hist to log all client contact. This will include face-to-face meetings, and may also include formal meetings of at least 50 minutes that happen online. It should not include periodic telephone conversations.

This log is a requirement to receive the course certificate, and can be used to support your application for a professional coaching license.

Practical Experience Log

Name ____

Date	Client	What was covered	Hours / Minutes

Total time to carry forwards: ____________

		Total time:	

Self-reflection on Practice

How to use this

After a client coaching session, look through the competency checklist and mark off any competencies you feel you have met. Then complete the self-reflection on practice form.

You will be provided with Word files for both forms. Download them for your personal use. The boxes on the self-reflection on practice form will expand as you type. After completion, print them off and include them in your portfolio. Remember to include your name and the date. There is no advice on word limits.

When you consider reflection on your coaching practice you might want to consider:

- What you think the most important things that came up during the coaching practice are, and why you think they are important.
- Connections you have made between the face-to-face training and your real-life experiences.
- Lessons you have learned, not necessarily things the trainers have taught you.
- Your strengths and weaknesses during the training, and what can be done to address the weaknesses.
- Competencies have you gained experience in and feel able to demonstrate.

Competency Checklist

Name ____

As you meet competencies, you should record the date you do so for the first time. Use the competencies as the starting point for self-reflection.

	Competency	Date
1	I understand the roles of a business coach and apply those roles appropriately in the relationship with the client, with a focus on acting as a coach rather than trainer or counsellor.	
2	I generally display the qualities of a successful business coach; being a good ‘people person’; taking satisfaction in helping someone else to succeed; being a good communicator; being comfortable giving feedback; showing an aptitude for and good knowledge of business.	
3	I reflect on my experiences as a business coach and draw appropriate conclusions from those reflections. I Implement lessons learned.	
4	I ask the client useful and enlightening questions which help them find their own solutions / make their own decisions.	
5	I manage time efficiently, both time with the client and time preparing/following up.	
6	I use a suitable variety of question types to understand the business situation.	
7	I am able to assist a client make goals/objectives that are genuinely SMART.	
8	I endeavour to collect data and opinions on a business from a variety of sources, not merely the client.	
9	I refer to a client’s vision to maintain a focus on advancing the business and/or maintain morale and motivation.	
10	I am aware of potential resistance to change from various stakeholders and assist the client in considering this factor.	
11	I am able to use active listening skills to ensure effective communications.	
12	I show awareness of how to create a connection with people and am able to build rapport with the client.	

	Competency	Date
13	I am aware of the qualities and behaviour needed to nurture trust in a relationship and am able to build that with the client.	
14	I am able to understand the differing roles of the client and coach and am able to convey this clearly on the first day meeting.	
15	I am able to work collaboratively with the client and gently steer meetings to agreement.	
16	I am able to respond with empathy to the client if the need arises.	
17	I help the client understand the importance of KPIs to measuring performance.	
18	I work with the client to select, adapt or design KPIs.	
19	I can use raw data to design a KPI and measure performance against it.	
20	I keep clear records to track and inform progress during coaching.	
21	I steer the client towards identifying goals, setting objectives and designing KPIs, and do not dictate these to the client.	
22	I tailor feedback appropriately according to different clients, client needs and business situations.	
23	I give effective feedback and ask appropriate questions at appropriate times.	
24	I assist the client to understand the meaning and significance of being resolute, and act in such a manner at appropriate times.	
25	I show self-awareness. During the coach-client relationship I choose how to react (rather than reacting automatically). I display and communicate values underpinning good coaching practice.	
26	During the coach-client relationship, I behave in a way that encourages the client to develop and practice a Growth Mindset.	
27	I am able to anticipate conflict or disagreement with a client and then take appropriate steps to manage it or limit any impact.	
28	I regularly carry out evaluations of coaching sessions or meetings with clients.	
29	I have policies for attracting business and for charging.	
30	I actively seek development opportunities and seek to stay current.	

Self-Reflection on Practice

Name:		Date:	

1. Are there any competencies you have met for the first time, or competencies previously met that you have developed further? Write about one, two or three that stood out.

2. What was covered in the client visit that you need to find out more about? When and where will you improve your knowledge and skills concerning this? How will you respond in this area on your next visit?

3. What from the client visit most excited you?

4. Anything else?

Completed Work

In this section keep your completed work from the practical component of the course. This will support the evidence you need to submit once you have completed and recorded 100-hours of practical coaching experience.

- Practical Experience Log
- Completed Competency Checklist
- Self-Reflection on Practice log
- Additional meeting notes
- Useful communications