JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

# Performance Coaching Bootcamp with Observed Practice Rounds Training Course

4 – 8 July 2027
Kuala Lumpur

**jupiterprime.uk**

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

# Performance Coaching Bootcamp with Observed Practice Rounds Training Course

**Ref:** 885_33442 **Date:** 4 – 8 July 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Performance Coaching Bootcamp with Observed Practice Rounds is a 1-week training course for supervisors and first line managers who must hold short, focused coaching conversations on the shop floor, in the office or on shift, ending with a personal coaching playbook. Each day combines a short input with observed practice rounds and structured peer feedback. Jupiter Prime Training offers this course for managers who coach every week.

## Why Performance Coaching Bootcamp with Observed Practice Rounds Matters Now

Teams now expect frequent feedback rather than a yearly appraisal, flatter structures leave supervisors with wider spans of control, and hybrid shifts cut the time available for long one-to-one meetings. A supervisor who can run a ten-minute conversation that ends in an agreed next step keeps output steady and keeps good people. One who avoids these conversations lets small slips grow into formal disciplinary cases.

## Who Gains Most from Performance Coaching Bootcamp with Observed Practice Rounds

- Newly promoted supervisors who now lead former peers
- First line managers in operations, retail or contact centres
- Shift leaders who give feedback between tasks rather than in meeting rooms
- Team leaders facing repeated quality or attendance slips
- Section heads who want a consistent coaching habit across their supervisors

Groups gain most when several supervisors from one site attend together and agree a shared practice routine for after the course.

## Performance Coaching Bootcamp with Observed Practice Rounds Capabilities

Participants rehearse real conversations from their own teams, receive observer notes on each round and refine their approach before returning to work.

- Run a ten-minute coaching conversation that ends in one agreed action — team members
- Give specific behavioural feedback using observed facts and impact — direct reports
- Address a repeated slip early before it becomes a formal case — HR business partner
- Recognise visible progress in ways that reinforce the right habits — wider team
- Observe a peer round and give balanced, usable notes — fellow supervisors
- Record agreed actions and follow-up dates in a simple tracker — line manager

## Key Performance Coaching Bootcamp with Observed Practice Rounds Terms

- Practice round — a timed rehearsal of a real conversation with one coach, one coachee and one silent observer.
- Observer sheet — a short form for noting questions asked, listening signals and the agreed next step.
- Micro-conversation — a coaching exchange of ten minutes or less held close to the work itself.
- Behavioural feedback — feedback that names a specific action, its effect and the change wanted.
- Underperformance pattern — a slip in quality, pace or attendance that repeats across several weeks.
- Progress recognition — timely, specific acknowledgement of improvement tied to an agreed goal.

## Performance Coaching Bootcamp with Observed Practice Rounds Day by Day

### Day 1: Setting Up Short Coaching Conversations

- Bootcamp Rules and Observer Roles — How Practice Rounds Run Each Day
- Ten-Minute Conversation Frame — Opening, Exploring and Agreeing One Step
- Choosing the Moment — When to Coach on the Spot or Book Time
- Baseline Practice Round — Recording Each Supervisor's Starting Habits
- Peer Notes Debrief — Spotting Two Habits to Change First

### Day 2: Feedback That Changes Behaviour

- Fact, Impact and Request Pattern — Keeping Feedback Specific
- Separating Observation From Judgement — Removing Labels From Feedback
- Handling Defensive Replies — Staying Calm and Returning to the Facts
- Feedback Practice Rounds With Rotation — Each Supervisor Coaches and Observes
- Observer Scoring and Replay — Choosing the Next Improvement

### Day 3: Addressing Underperformance Early

- Reading Underperformance Patterns — Skill Gap, Will Gap or System Problem
- First Conversation About a Repeated Slip — Agreeing Clear Expectations
- Follow-Up Conversation Structure — Reviewing Progress Against the Agreed Step
- Escalation Points — When to Involve HR or the Next Line Manager
- Difficult Case Practice Rounds — Retail and Manufacturing Scenarios

### Day 4: Recognising Progress and Building Momentum

- Specific Recognition Statements — Linking Praise to the Agreed Goal
- Small Wins Tracking — Making Gradual Improvement Visible to the Team
- Coaching Stronger Performers — Stretch Questions for Capable Staff
- Team Huddle Coaching — Short Group Conversations at Shift Start
- Recognition Practice Rounds — Observer Notes on Tone and Timing

## Day 5: Practising the Personal Coaching Playbook

- Combined Practice Round — Feedback, Slip and Recognition in One Case
- Peer Observation Panel — Final Notes on Each Supervisor's Progress
- Weekly Coaching Rhythm — Fixing Time Slots Across the Team
- Action and Follow-Up Tracker — Recording Agreed Steps and Dates
- Personal Coaching Playbook — Final Version for the First Month Back

## Applying Performance Coaching Bootcamp with Observed Practice Rounds After the Course

- Hold at least three ten-minute coaching conversations in the first week and log each agreed step in the tracker.
- Pair with a fellow supervisor to observe one live conversation each month and swap observer notes.

## Performance Coaching Bootcamp with Observed Practice Rounds Questions FAQ

### What is Performance Coaching Bootcamp with Observed Practice Rounds and why does it matter now?

It is an intensive practice course where supervisors rehearse short coaching conversations under observation. It matters now because teams expect frequent feedback and supervisors have less time for long meetings.

### Which roles gain most from Performance Coaching Bootcamp with Observed Practice Rounds?

New supervisors, shift leaders and first line managers in operations, retail or service settings gain most, especially those facing repeated performance slips in their teams.

### How does Performance Coaching Bootcamp with Observed Practice Rounds differ from a coaching theory course?

Most time goes into observed practice rounds with peer notes rather than models and lectures. Every participant coaches, is coached and observes several times each day.

### What do you bring back from Performance Coaching Bootcamp with Observed Practice Rounds?

You bring back a personal coaching playbook with your conversation frame, feedback phrases, escalation points, a weekly coaching rhythm and an action tracker ready for your first month.

## Performance Coaching Bootcamp with Observed Practice Rounds: The Way Forward

The personal coaching playbook guides the supervisor's first month back, when short conversations replace delayed appraisal comments. Line managers can review the action tracker monthly to see which slips were resolved early. After a quarter, supervisors who attended together should repeat one observed round on site, refresh their playbook and share the phrases that worked best with newer team leaders.